



Human Services Five-Year Plan

Annual Update - June 2004

Prepared by
City of Scottsdale
Human Services Division
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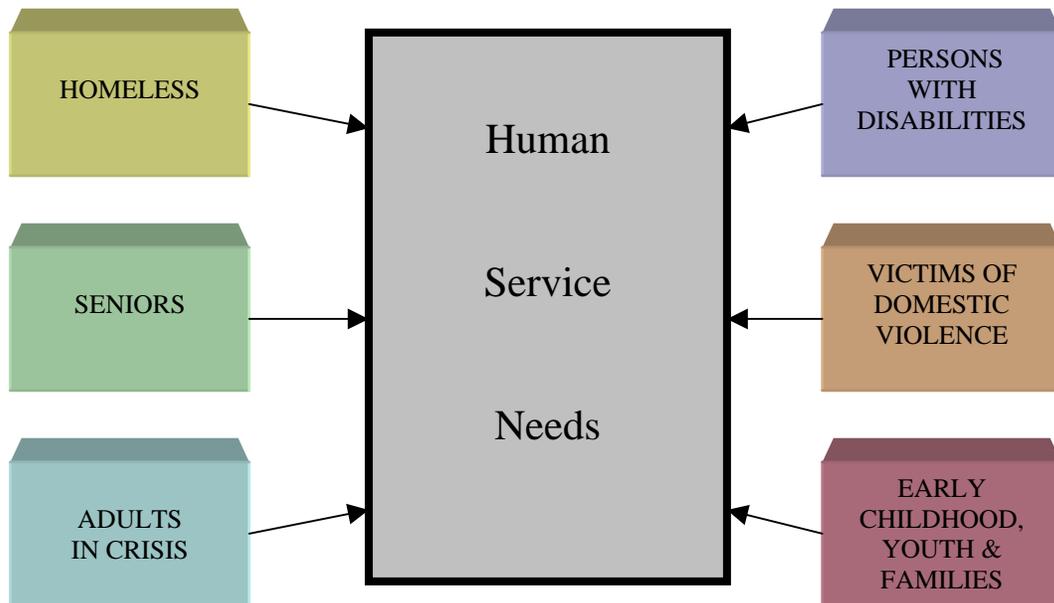
EXECUTIVE SUMMARY

The City of Scottsdale Human Services Five Year Plan is a blueprint to identify the human service needs in Scottsdale. The purpose of the plan is to guide the city in a more strategic approach to address the human service needs in the Scottsdale community. The Plan analyzes demographic data and identifies funding information generated by federal and local sources and compares trends across the city’s five Planning Zones to identify and prioritize human service needs. The Human Services Five Year Plan will incorporate by reference the Community Services Facilities Master Plan, to ensure that additional facility space is allocated for human service activities as new City community parks are planned and built, and the Plan will continue to be a formally incorporated “human element” in Scottsdale’s adopted and ratified General Plan.

The data used in this document is derived from the U. S. 2000 Census unless otherwise stated. This update builds on the May 2000 Plan and extends the plan to the year 2009. This update focuses on changes in circumstances since the first plan was completed, identifies outcome measures for service to populations in need and establishes specific objectives for the Human Services Commission.

The Plan addresses the local human service needs of six target populations that have been identified, through an initial public forum held March 21, 2000, a second public forum held April 25, 2003 and subsequent focus groups leading to the “Building Blocks for the Future”, East Valley Needs Assessment 2003, as areas where residents have significant issues and barriers that must be overcome in the fulfillment of their basic needs. “Building Blocks for the Future” is an east valley community initiative to share information on human services needs and resources.

The six target populations are:





Demographic Key findings:

- ❖ The majority of the city is comprised of master planned communities. It is essentially complete in its planning of available land and is stabilizing into developing these communities and setting aside desert preserves. The City is essentially “landlocked” and will eventually reach a point of redevelopment as the primary means of growth.
- ❖ The City contains pockets of special populations within its boundaries with a diversity of needs, ranging from youth to seniors, low income to low education, and those with either language or mobility difficulties.
- ❖ The largest portion of Scottsdale residents is within the age group of 45 to 64 years. This age group contains the “Baby Boomers”. The senior population (65+) will burgeon between the years 2010 and 2030 when the “baby boom” generation reaches age 65.
- ❖ The median age of a Scottsdale resident, per the U.S. Bureau of the Census 2000 is 41. Planning Zone A contains the largest concentration of elderly in Scottsdale at approximately 31,238. However, it is anticipated that the senior population in Zones C, D, and E will increase by 24% or 7,450 additional seniors by 2005.
- ❖ Planning Zones A and C contain the largest population of children (Ages 0 – 17) at 32,773. It is anticipated that by 2005, the children’s population in Planning Zone C will increase to at least 20,388; a 23% increase from 2000.
- ❖ Although in Scottsdale 92.2% of the total population is white, the community is becoming more racially and ethnically diverse as it grows in population.
- ❖ In the U.S. 2000 Census, the median household income for the City was \$57,484, a increase of \$14,608 or 34% from the U.S. 1990 Census of \$42,876.

Significant Trends:

- ❖ The Regional Plan to End Homeless, developed by the MAG Regional Continuum of Care Committee on Homelessness, estimates that “12,000 people will experience the effects of homelessness in Maricopa County this year.”
- ❖ The U. S. 2000 Census reported that there were 11,650 individuals in poverty in Scottsdale. This compares to 7,583 individuals in poverty counted in the 1990 Census.
- ❖ Based upon the U.S. 2000 Census Bureau statistics, approximately 14.7% of Scottsdale’s population aged 5 and over had some kind of disability.
- ❖ The number of domestic violence reports in Scottsdale increased by 15% between 2003 and 2002. Scottsdale Police Department took 1,500 reports of domestic violence in 2002 and 1,727 in 2003. In FY 2002/03, 26,945 women and children requested domestic violence shelter in Arizona; of that total, 17,077 women and children were turned away because shelters were unavailable.
- ❖ The youth population (under the age 18) is expected to increase to over 47,000 by 2005; an additional 6,300 children will reside north of Shea Boulevard by 2005.
- ❖ Planning Zone A contains the largest concentration of elderly in Scottsdale at approximately 31,238. However, it is anticipated that the senior population in Zones C, D, and E will increase by 24% or 7,450 additional seniors by 2005.



The Human Services Division draws from a number of funding resources to support human service programs in Scottsdale. In FY 2003/04, \$580,000 was allocated from the Community Development Block Grant (CDBG), Scottsdale Cares, and General Fund to non-profit agencies to support their human service programs. \$321,760 was allocated to the Citizen and Neighborhood Resources Department and \$1,057,240 to non-profit agencies to provide for First Time Home Buyer program, rental housing acquisition and housing rehabilitation and emergency repair activities. In addition to funding non-profit agencies, approximately \$3.8 million was budgeted from general operating funds to support human service activities.

The City of Scottsdale continues its commitment to the Brokerage Concept: *Providing space to agencies that provide services to Scottsdale Citizens*. This unique partnership with human service agencies ensures human services are provided to our citizens within our community. In fiscal year 2003/2004, the City partnered with 67 human service agencies by providing office space in four Human Service facilities. Scottsdale residents will benefit directly from \$3,169,631 in funding and services provided by “brokerage agencies” that provide these services in office space granted to them under licenses and brokerage agreements. Brokerage agencies add 22.6 full time equivalent positions and provide a total benefit of \$9.06 for each dollar of City funds invested in space and service.

New with this update, are outcomes and measures for each of our human service centers: Community Assistance Office, (2) Senior Centers (Civic Center and Via Linda), Paiute Neighborhood Center, Vista del Camino, and Youth & Family Services.

Scottsdale’s Human Services Centers provide a variety of services to a number of target populations; but the outcomes sought by the centers for Scottsdale citizens are very similar and can be summarized as follows:

- People who come to us for service remain self sufficient and connected. This is accomplished by preventing inappropriate institutionalization into nursing homes and correctional facilities.
- People who come to us for service become self sufficient and connected.
- People who come to us for service are able to get off the street and stay out of institutions.

The desired outcomes are certainly shared by the people who work in Human Services but the means to reach these outcomes are different for each center because the needs of the clients of each center are different.

The objectives listed below are the key policy considerations that will provide guidance in addressing human service needs in Scottsdale for the next five years. Each objective falls within one of the five Human Services Commission Guiding Principles.



Address Scottsdale’s Human Service Needs

Provide funding to non-profit agencies that support, on a regional basis, continuum of care services that address homelessness in Maricopa County.

Support the increase of domestic violence transitional housing and counseling services in Scottsdale and on a regional basis. Promote the development of a Coordinated Community Response system to link all providers of domestic violence services and provide a synchronized reporting and data collection system.

Promote and expand Senior services as needed based on expected population growth by 2010.

Provide funding to non-profit agencies that provide occupational and other services to disabled Scottsdale residents.

Expand Youth and Family counseling services in Planning Zones C, D and E to meet the increasing number of referrals of Scottsdale citizens north of Shea Boulevard. Consider an additional site office located between Shea Road and Thunderbird Road.

Assess demographic trends and identify unmet needs in Scottsdale to direct financial resources where human services are needed.

Continue to promote legislative issues that effect human service needs in Scottsdale.

Continue emphasizing early education programs such as Ready to Learn and Youth Initiatives.

Value Scottsdale’s Unique Lifestyle & Character

Ensure accessibility to human services for families, youth, senior citizens, victims of domestic violence, and persons with mental and physical disabilities to promote and enhance their quality of life.

Ensure all public facilities and programs in Scottsdale are accessible to persons with disabilities and provide persons with disabilities the opportunity and resources to achieve their individual potentials.

Seek Sustainability

Ensure economic development is not at the expense of low to moderate-income families and elderly.

Provide funding to non-profit agencies that assist Scottsdale citizens to achieve or maintain independence and self-sufficiency.

Ensure future expansion and construction of City of Scottsdale Community Centers to include facility space for counseling services and other human service program activities.

Enhance and improve solicitation of volunteers, financial resources and partnered social services to insure human services are provided to all Scottsdale citizens.



Objectives of the Human Services 5 Year Plan – continued:

Enhance Neighborhoods

Continue Dial-a-Ride and Cab Connection Program and expand Senior Transportation services that respond to the needs of seniors living in Planning Zones C, D and E.

Develop resources and partnerships to ensure the preservation of workforce and below market housing for Scottsdale seniors, disabled and families.

Maximize the availability and accessibility of community resources through the promotion of brokerage services in city facilities and community centers.

Collaborate with Scottsdale’s Citizen and Neighborhood Resources Department on neighborhood revitalization efforts through direct public service programs such as Housing Rehabilitation, Emergency Repair and First Time Home Buyer Program

Advance “Connectivity”

Promote the development of workforce and below market housing near employment and transit hubs in Scottsdale.

Ensure that Scottsdale citizens of all ages have access to needed Human Services programs in City facilities in each Planning Zone.

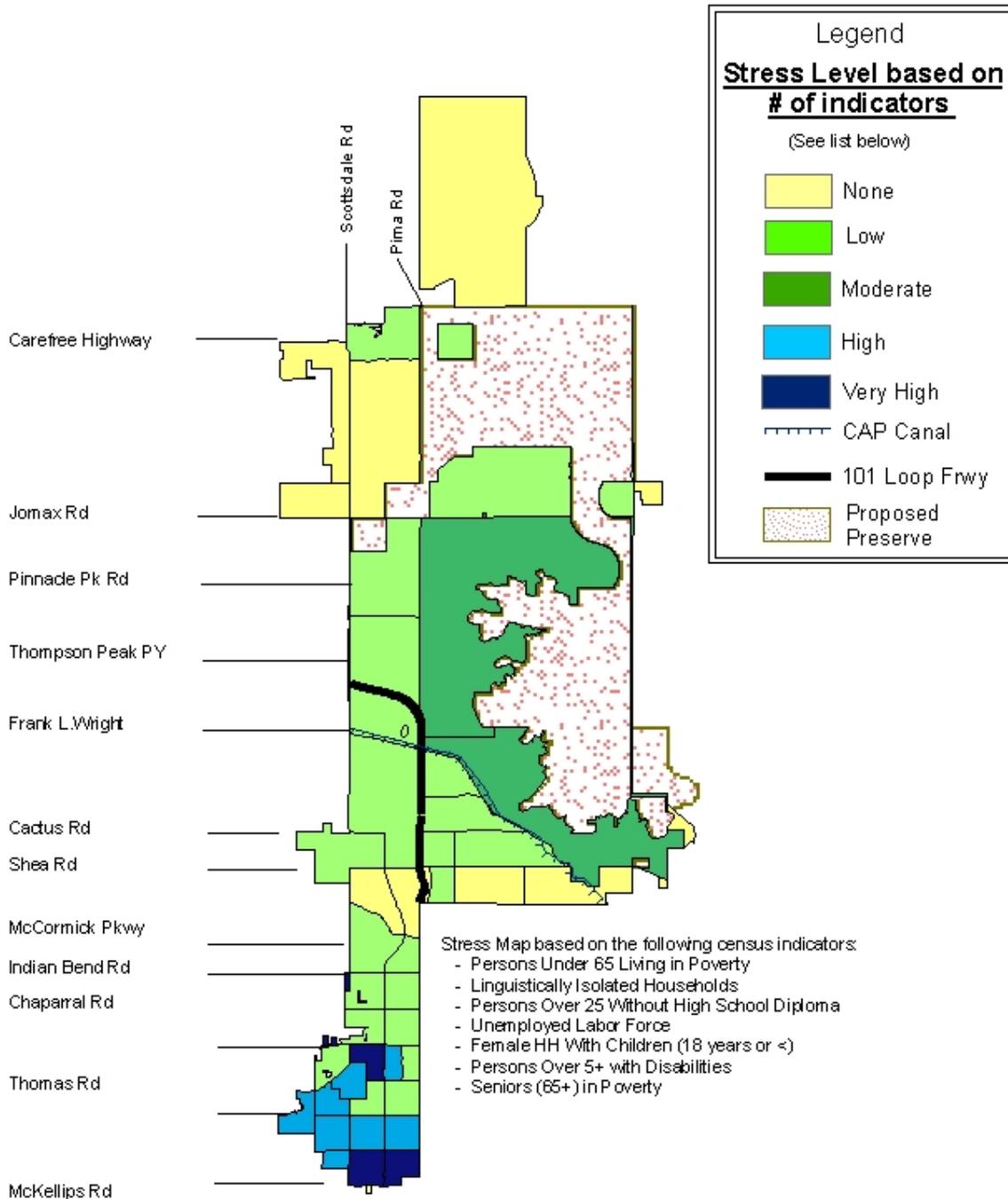
Promote awareness and increase the visibility of human service needs and services in Scottsdale to all citizens, staff, and local, State and Federal entities.

Foster strong relationships with other city boards and commissions and local organizations to promote human services to Scottsdale citizens.

Seek out future collaboration with Maricopa Association of Governments (MAG), other municipalities and non-profit organizations to address common needs and issues.



City of Scottsdale Areas of Stress based on Census Indicators per U.S. 2000 Census



Human Services Five Year Plan Update 2004

Note: This map was created using ArcView 3.3 in April 2004. The datafiles used originated from Planning Ink created for the January 2004 Community Services Facilities Master Plan.



I. Introduction

Over the past twenty years, the City of Scottsdale experienced extraordinary growth in population, land area and economic development. During the 1980's, the city grew in land area through the annexation of nearly 100 additional square miles. Per the U.S. 2000 Census, Scottsdale was the second fastest growing city in Arizona and seventh fastest in the United States.

Historically Scottsdale experienced double-digit growth in its sales tax collections in the 1990s and growth slowed slightly in FY 1999/2000 at 9%. The growth trend continued to slow in FY 2000/2001 due in part to Scottsdale becoming a mature city and a slowing economy. The impact on the economy and tourism industry, as a result of the terrorist acts of September 11, dealt serious blows to the diversified economic base in Scottsdale and sales tax growth went negative. Due to decreased revenue, budget cuts for various City programs occurred in 2001, and expenditure budgets for FY 2002/03 and FY2003/04 remained flat or decreased. Currently, the economy is making a very slow come back with projected sales tax growth for FY 2003/04 at 1%. However, most City program budgets will not be allowed to increase for the upcoming FY 2004/05 budget cycle.

As is always the case in government services, economic impacts that adversely impact the capacity to provide services also increase the need for services within economically vulnerable populations.

This plan update will identify the trends, determine the needs for human services and propose objectives for the City of Scottsdale for the next five years. The plan will also incorporate the findings of the "Building Blocks for the Future", East Valley Needs Assessment, and offer suggestions for establishing priorities when the resources available are more seriously insufficient to meet the needs identified by applicants to the Commission for human services funding allocated by Scottsdale.



Purpose

The purpose of the 5 Year Human Services Plan is to guide the city in a more strategic approach to address the human service needs in the Scottsdale community. The Plan will take a look at significant trends within specified populations to determine where human services are needed in Scottsdale. The plan addresses local human service needs of six target populations:

1. Homeless
2. Seniors
3. Adults in Crisis
4. Persons with Disabilities
5. Victims of Domestic Violence
6. Early Childhood, Youth and Families

The Plan will examine each population group, determine their demographic trends by the city's Planning Zones, prioritize problems, analyze their needs, and identify funding sources to meet those needs. In addition, the plan will incorporate by reference the Communities Facilities Plan to ensure that:

- Additional facility space is allocated for human service activities as new city community parks are planned and built;
- The Human Service's "Brokerage Concept" continues to provide office space and support for agencies and services as the City continues to expand to the north and Community needs change.
- Finally, the five-year Human Services Plan will continue to be a formally incorporated "human element" in Scottsdale's adopted and ratified General Plan.



Methodology

This Five-Year Human Services Plan for 2004-09 updates a plan first published in May of 2000. Every effort has been made to document changes in demographic information, services, facilities and events. However, some of the information used in the 2000 Plan remains the best available information. In instances where the data has changed but the 2000 information still has relevance for the historical context, information has been added to the earlier information. In cases where it would be confusing to retain the older data, the document has been changed to reflect the current situation and new future needs and objectives.

The data used in this document is primarily derived from US Census Bureau data from the 2000 Census, the 1995 Special Census, 1990 Census and selected data from the Maricopa County Association of Governments (MAG) and the Arizona Department of Economic Security. In addition, program data was obtained from human service agencies serving Scottsdale citizens as well as program/operational data from the City of Scottsdale Human Services Centers (Vista Del Camino, Youth and Family Services, Civic Center Senior Center, Community Assistance Office, Paiute Neighborhood Center and Via Linda Senior Center) and from various City of Scottsdale Police programs, Crisis Intervention and Victim Services. Population projections used in this plan were obtained from the City of Scottsdale Planning & Development Services Department.

Human Service programs discussed in this Plan are generally limited to resources administered by the City of Scottsdale. Human Service programs listed in the Funding Population Section relate to programs funded by either grant funds (CDBG, HOME, Section 8 and Scottsdale Cares), that are awarded annually by the Human Services Commission, or programs funded in the City of Scottsdale's General Fund and managed by City of Scottsdale staff. It is important to note that Scottsdale citizens receive substantial support from other organizations, such as Mesa United Way, Valley of the Sun United Way and Arizona Department of Economic Security, which provide human services in the community. For the purposes of the Plan, discussion is limited to resources that are under the direction of the Human Services Commission and City of Scottsdale staff.

Determining unmet needs of Scottsdale residents is a complex and imprecise task. The Plan identifies the number of Scottsdale citizens served from resources under the management of the City of Scottsdale; however, this Plan does not address the number of Scottsdale citizens served from other governmental entities or non-profit agencies providing social services in Scottsdale. Therefore, any calculation used to determine unmet needs would be over-estimated. Instead, Significant Trends were identified for each funding group population to determine who needs these services and where the human services should be directed in Scottsdale.



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II. Human Services Commission Guiding Principles and Plan Objectives

The objectives listed below are the key policy considerations that will provide guidance in addressing human service needs in Scottsdale for the next five years. Each objective falls within one of the Human Services Commission Guiding Principles.

ADDRESS SCOTTSDALE’S HUMAN SERVICE NEEDS

- Provide funding to non-profit agencies that support, on a regional basis, continuum of care services that address homelessness in Maricopa County.
- Support the increase of domestic violence transitional housing and counseling services in Scottsdale and on a regional basis. Promote the development of a Coordinated Community Response system to link all providers of domestic violence services and provide a synchronized reporting and data collection system.
- Promote and expand Senior services as needed based on expected population growth by 2010.
- Provide funding to non-profit agencies that provide occupational and other services to disabled Scottsdale residents.
- Expand Youth and Family counseling services in Planning Zones C, D and E to meet the increasing number of referrals of Scottsdale citizens north of Shea Boulevard. Consider an additional site office located between Shea Road and Thunderbird Road.
- Assess demographic trends and identify unmet needs in Scottsdale to direct financial resources where human services are needed.
- Continue to promote legislative issues that effect human service needs in Scottsdale.
- Continue emphasizing early education programs such as Ready to Learn and Youth Initiatives.

VALUE SCOTTSDALE’S UNIQUE LIFESTYLE & CHARACTER

- Ensure accessibility to human services for families, youth, senior citizens, victims of domestic violence, and persons with mental and physical disabilities to promote and enhance their quality of life.
- Ensure all public facilities and programs in Scottsdale are accessible to persons with disabilities and provide persons with disabilities the opportunity and resources to achieve their individual potentials.



SEEK SUSTAINABILITY

- Ensure economic development is not at the expense of low to moderate-income families and elderly.
- Provide funding to non-profit agencies that assist Scottsdale citizens to achieve or maintain independence and self-sufficiency.
- Ensure future expansion and construction of City of Scottsdale Community Centers to include facility space for counseling services and other human service program activities.
- Enhance and improve solicitation of volunteers, financial resources and partnered social services to ensure human services are provided to all Scottsdale citizens.

ENHANCE NEIGHBORHOODS

- Continue the Dial-a-Ride and Cab Connection Program and expand Senior Transportation services that respond to the needs of seniors living in Planning Zones C, D and E.
- Develop resources and partnerships to ensure the preservation of workforce and below market housing for Scottsdale seniors, disabled and families.
- Maximize the availability and accessibility of community resources through the promotion of brokerage services in city facilities and community centers.
- Collaborate with Scottsdale's Citizen and Neighborhood Resources Department on neighborhood revitalization efforts through direct public service programs such as Housing Rehabilitation, Emergency Repair and First Time Home Buyer Program.

ADVANCE "CONNECTIVITY"

- Promote the development of workforce and below market housing near employment and transit hubs in Scottsdale.
- Ensure that Scottsdale citizens of all ages have access to needed Human Services programs in City facilities in each Planning Zone.
- Promote awareness and increase the visibility of human service needs and services in Scottsdale to all citizens, staff, and local, State and Federal entities.
- Foster strong relationships with other city boards and commissions and local organizations to promote human services to Scottsdale citizens.
- Seek out future collaboration with Maricopa Association of Governments (MAG), other municipalities and non-profit organizations to address common needs and issues.



III. Community Forums

On November 14, 2003, the results of “Building Blocks for the Future, East Valley Needs Assessment” were presented to over 400 attendees that included elected officials from Scottsdale, Tempe, Mesa, Gilbert and Chandler, chief executive officers from Mesa United Way and Valley of the Sun United Way, and representatives from State and Federal government. “Building Blocks for the Future” developed from conversations among representatives from the East Valley communities of Chandler, Gilbert, Mesa, Scottsdale and Tempe. Collaborative partners included representatives of these five communities, Maricopa Association of Governments, Mesa United Way, Tempe Community Council, The Leadership Centre and Valley of the Sun United Way.

The purpose and goals of this project were:

- To facilitate a community dialogue and deliberation process to assess and address human and social needs in a time of declining federal, state, and local resources.
- To provide a base of information for community leaders to improve and stabilize human services while addressing growing populations and emerging needs.

The basic approach of “Building Blocks for the Future” was to obtain as much community input as possible through structured facilitated focus groups. Participating communities gathered citizen input in 48 community meetings with over 500 participants. Residents shared ideas and opinions about social and economic needs and how best to address them.

Scottsdale elected to begin with a single open community forum on April 25, 2003, which was attended by 36 people who turned out to be largely representative of the services and funding sectors. Scottsdale supplemented the input from that forum with focus groups that included (25) people from the faith community, (24) from health service organizations, (27) persons with disabilities, (13) youth and (28) residents from primarily Spanish speaking households.

The populations listed below represent the themes from the community focus groups:

- ❖ Low income and homeless
- ❖ Children, youth and families
- ❖ Immigrants/foreign born
- ❖ Elderly and disabled
- ❖ Mentally ill and substance abusers

The initial Five Year Human Services Plan 2000 was developed after receiving input from a community forum that was held on March 21, 2000. Approximately 200 attended the forum. On the following pages is a matrix that shows in a comparative format the services identified in both the April 25, 2003 and March 21, 2000 forums.



Comparison of Services Identified
2003 “Building Blocks for the Future” and March 2000 Forums

Services Identified	2003 Building Blocks for the Future	2000 March Forum
Housing /Employment:		
Transportation	✧	✧
Housing Affordability	✧	✧
Higher Wages & Health Insurance	✧	✧
Domestic Violence (DV):		
Housing/Shelter (Emergency)	✧	✧
Counseling	✧	✧
Coordinated Community Response		✧
Families in Crisis/Basic Needs:		
Health Care	✧	✧
Transportation	✧	✧
Affordable Housing	✧	✧
Substance Abuse Services/Counseling	✧	
Food, Shelter, Utilities, and Clothing	✧	
Seniors:		
Transportation	✧	✧
Housing	✧	✧
Lack of Services	✧	✧
Youth & Families:		
Youth Activities	✧	✧
Parenting and Family Support	✧	✧
Affordable Childcare	✧	✧
ESL Classes & Immigration Services	✧	

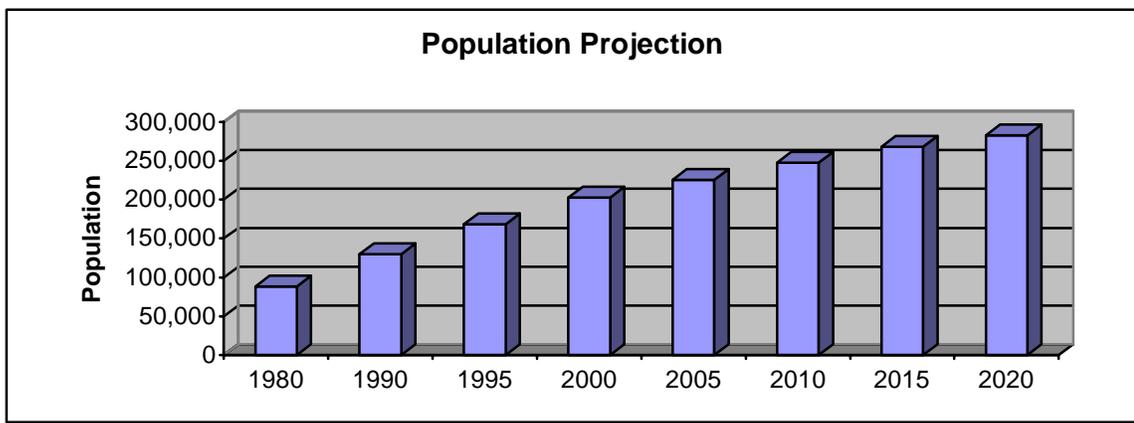
Per the matrix above, it is apparent that the needs identified in both forums are very similar.



IV. Demographic Profile

Scottsdale is centrally located within Maricopa County and encompasses an area approximately 185.2 square miles. The majority of the city is comprised of master planned communities, which is essentially complete in its planning of available land and is stabilizing into developing these communities and setting aside desert preserves. The City is essentially “landlocked” and will eventually reach a point of redevelopment as the primary means of growth.

Scottsdale is the seventh fastest-growing city in the nation. The U.S. 2000 Census reported a population of 202,705, and the City’s Planning and Development Services Department estimates the population will reach 282,940, a 40% increase, by 2020.



SOURCE: City of Scottsdale Planning Department

Demographic Comparison

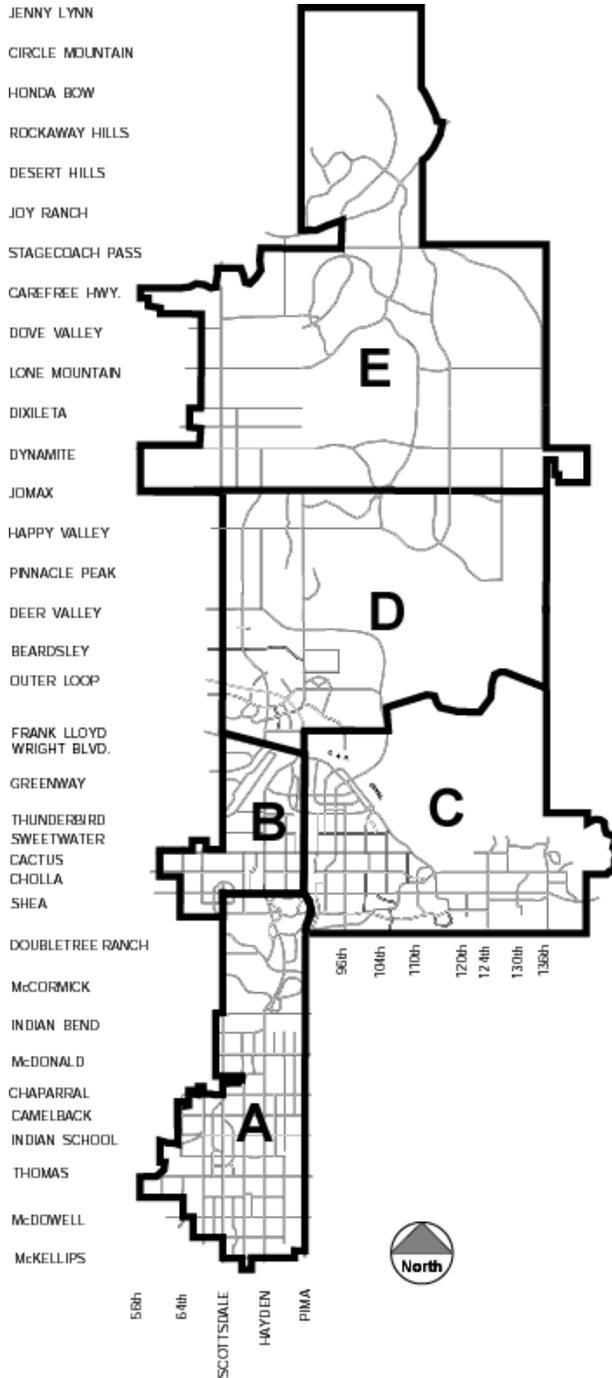
	1980	%	1990	%	2000	%
Total Population	88,412		130,069		202,705	
Median Family Income	\$ 22,222		\$ 42,876		\$ 57,484	
Median Home Value	\$ 60,700		\$ 115,200		\$ 220,800	
Ratio of Median Home Value to Median Income	2.73		2.69		3.84	
People in Poverty	3,094	3.5%	7,583	5.8%	11,650	5.7%
Number of people 65 and over	10,855	12.3%	21,199	16.3%	33,848	16.7%
Number of Single Parent Families	2,700	3.1%	3,202	2.5%	5,025	2.5%
Number Caucasian	85,995	97.3%	124,895	96.0%	186,883	92.2%
Number Black	336	.4%	992	.8%	2,501	1.2%
Number American Indian	369	.4%	799	.6%	1,240	.6%
Number Asian/Pacific Islander	638	.7%	1,600	1.2%	4,121	2.0%
Number Other Race	1,175	1.3%	1,783	1.4%	4,603	2.3%
Number Hispanic Ethnicity	2,726	3.1%	6,203	4.8%	14,111	7.0%

Source: U.S. Census 1980, 1995, and 2000



City of Scottsdale Planning Units

For the purposes of the Human Services Five Year Plan, the City is separated into planning zones. These zones were established based on residential, commercial and community features in each “zone”. The use of Planning Zones will provide a consistent approach to planning City services since other departments separate the City in a similar manner.



ZONE A includes the Downtown Business/Entertainment District, the Indian Bend Park System, and the most mature neighborhoods in the community.

ZONE B includes the Scottsdale Airpark, the fastest growing and one of the three largest employment centers in the metropolitan area

ZONE C covers the East Shea area, Scottsdale Ranch, McDowell Mountain Ranch, and part of the McDowell Sonoran Preserve

ZONE D includes Grayhawk, DC Ranch, the Pinnacle Peak and Desert Highlands communities, several Troon Communities, the Sonoran Regional Core employment center along Loop 101 Freeway, and the northern part of the McDowell Sonoran Preserve

ZONE E includes Troon North, Estancia, Terra Vita, the Boulders, Desert Mountain, Legend Trails, and 16,000 acres of State Trust Lands designated for the McDowell Sonoran Preserve

	Census 2000
Planning Zone A	98,425
Planning Zone B	11,829
Planning Zone C	70,317
Planning Zone D	11,726
Planning Zone E	10,167
Scottsdale Total	202,464

Source: Scottsdale’s Planning and Development Services Department (note: population total above differs from U.S. 2000 Census of 202,705 when broken down by zone.



Population Growth by City of Scottsdale Planning Zones

Based on the Maricopa Association of Governments (MAG) Transportation Analysis Zones (TAZ) of the U.S. 2000 Census, the highest overall population density is located in the southern part of the City. It is estimated, however, that in the next five years and onward to 2020, Scottsdale’s population will shift toward the northern part of the city. The table below, supplied by the City’s Planning and Development Services Department, compares the Census 2000 and Projected 2005 population numbers. It is anticipated that Planning Zone C will experience the substantial population increase of 14,947. However, both Planning Zone D and E are projected to increase by 32% and 46% respectively.

City of Scottsdale Planning Zones	RESIDENT POPULATION			
	Census 2000	Projected 2005	Population Incr/(Decr)	Percentage Change
Zone A	98,425	98,115	(310)	(.3) %
Zone B	11,829	11,673	(156)	(1.3) %
Zone C	70,317	85,264	14,947	21.3 %
Zone D	11,726	15,449	3,723	31.7 %
Zone E	10,167	14,839	4,672	46.0 %
Total	202,464	225,340	22,876	11.3 %

Source: City of Scottsdale’s Planning & Development Services Dept. – note total population differs from U.S. 2000 Census of 202,705 when converted to zones

Planning Zones A and B are projected to decrease slightly by Year 2005 and to continue this downward trend to 2020. This projection is based on the premise that various multi-family housing units will be replaced with single family homes as portions of south Scottsdale are revitalized, and also, on the premise that current south Scottsdale residents will move north or out of the city limits. Planning Zone A contained approximately 49% of the City’s population in 2000, whereas in the Year 2005, Planning Zone A’s proportion is estimated to decrease to



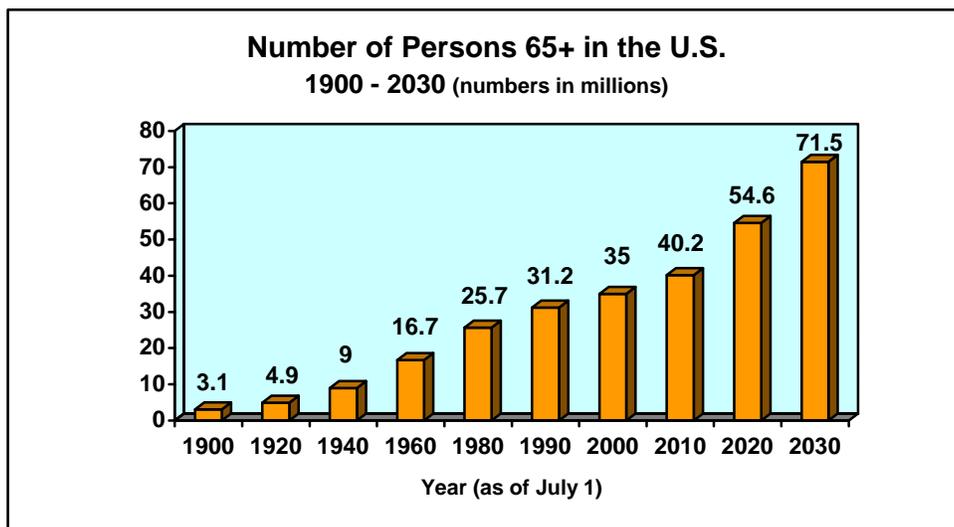
Age Distribution by Planning Units

Age Distribution by Planning Zone per U.S. 2000 Census						
Age	Zone A	Zone B	Zone C	Zone D	Zone E	Total
0 - 4	4,406	601	4,373	706	356	10,442
5 - 17	11,847	2,156	12,147	1,437	1,120	28,707
18 -29	16,637	1,288	8,335	781	457	27,498
30 -44	21,901	2,568	18,672	2,560	1,760	47,461
45 -64	23,185	3,557	18,527	4,592	4,635	54,496
65 +	20,449	1,659	8,273	1,650	1,839	33,870
Totals	98,425	11,829	70,327	11,726	10,167	202,474

The median age of a Scottsdale resident, per the U.S. Bureau of the Census 2000, is 41 years old which is considerably higher than the median age for all of Maricopa County at 33. The three factors that contribute to our higher median age are 1) lower population in the age category (0-17) than many of the valley cities, 2) higher population in the age category (45-64) than most of the valley cities and 3) higher population in the age category (65+) than most of the valley cities

Children under the age of 18 constituted 19.3 % of Scottsdale’s population in 2000. It is anticipated that this population will increase as master planned communities in the northern areas are built out.

The largest category of Scottsdale residents are within the age group of 45 to 64 years. This age group contains the “Baby Boomers”. As reported in A Profile of Older Americans: 2003, published by U.S. Department of Health and Human Services, the senior population (65+) will continue to grow significantly in the future (see table below). This growth slowed somewhat in the 1990’s because of the relatively small number of babies born during the Great Depression of the 1930’s. But the senior population (65+) will burgeon between the years 2010 and 2030 when the “baby boom” generation reaches age 65.



Source: A Profile of Older Americans: 2003 by U.S. Department of Health and Human Services



Race and Ethnicity by Planning Units

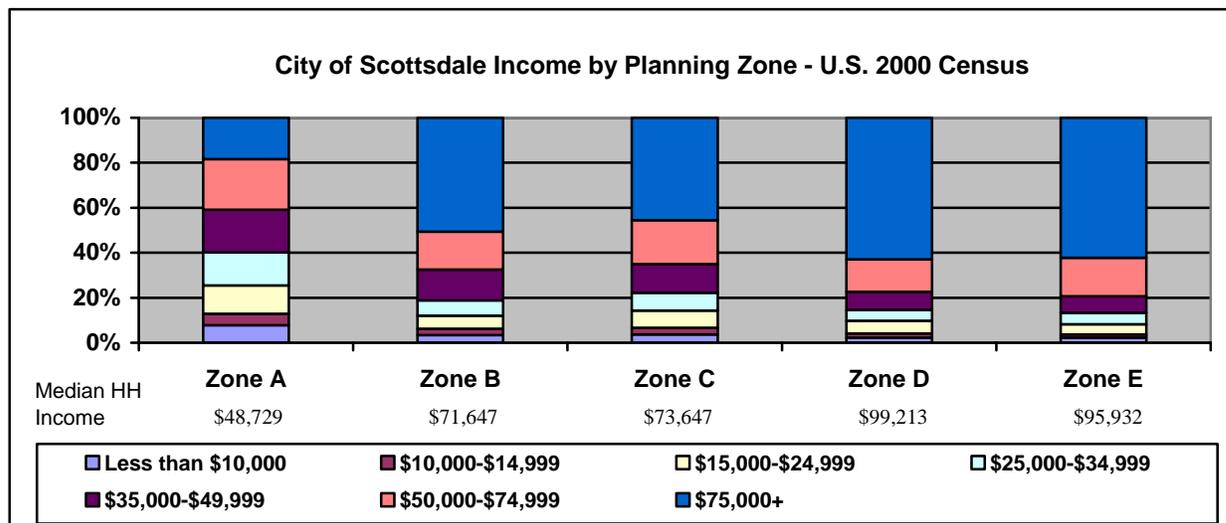
White persons make up the majority population in Scottsdale, as is the case in Maricopa County as well as Arizona as a whole. Although in Scottsdale 92.2% of the total population is white, the community is becoming more racially and ethnically diverse as it grows in population. In fact, the White population, per the U.S. 2000 Census, declined to 92.2% of the total population compared to 96% in 1990. The second largest ethnic population, Hispanics, is now 14% of the total population.

U.S. 2000 Census-Ethnicity by Planning Unit

	Planning Zone A	Planning Zone B	Planning Zone C	Planning Zone D	Planning Zone E
White	88,660	11,096	65,902	11,201	9,797
African Am.	1,361	106	883	93	56
Native Am.	949	51	214	8	18
Asian	1,621	351	1,787	236	128
Other	5,834	225	1,531	188	168
Total	98,425	11,829	70,317	11,726	10,167
Hispanic	10,456	412	2,615	353	270

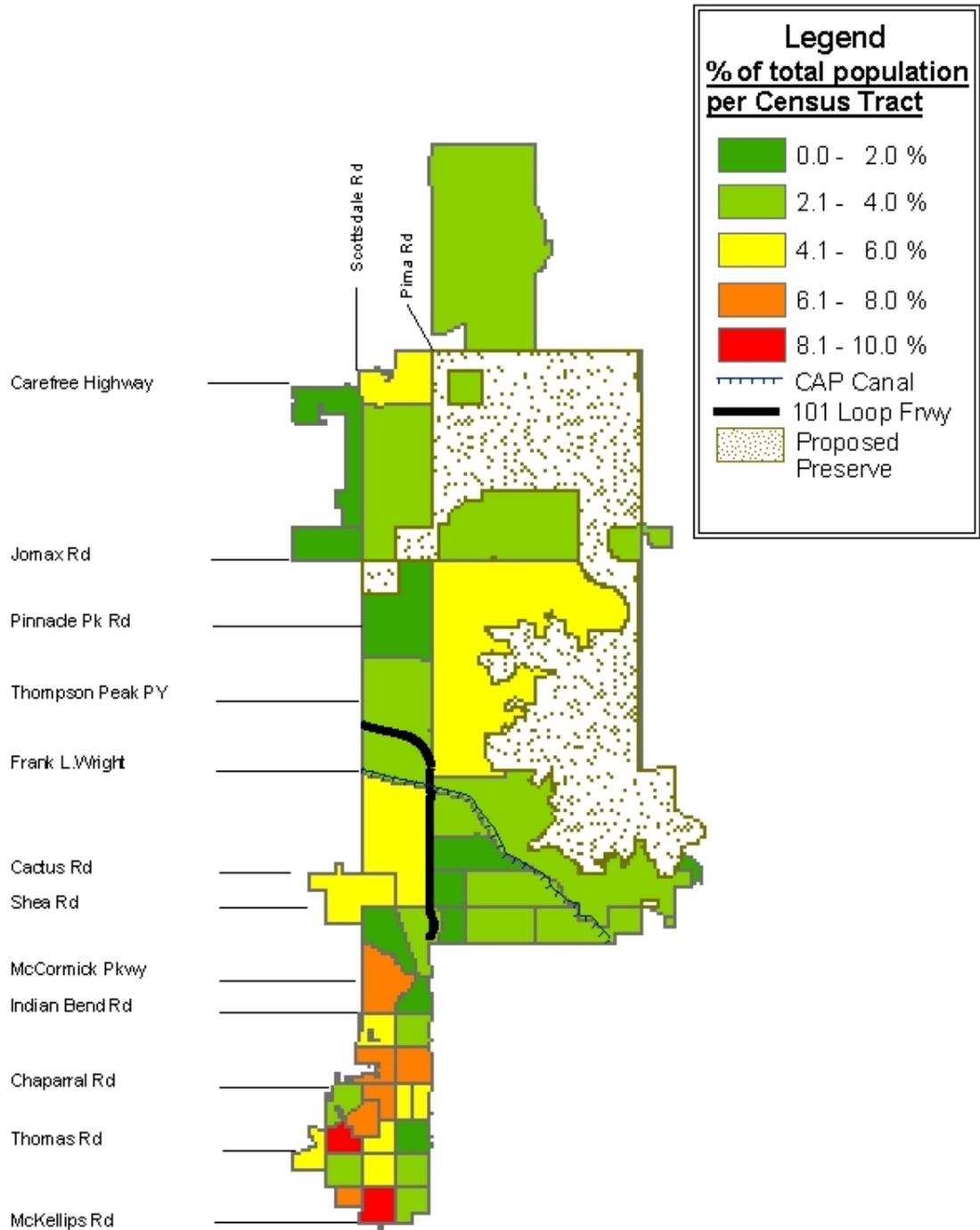
Income by Planning Units

Per the U.S. 2000 Census, the overall median household income for Scottsdale was \$57,484, a 34% or \$14,608 increase from 1990. Scottsdale’s median household income is approximately 27% higher than the median household income for Maricopa County. When looked at by Planning Zone, Zone A’s median household income of \$48,729 is very close to Maricopa County’s (\$45,358), Zone B & C’s median incomes are approximately 50% higher and Zone D & E’s are 100% higher.





City of Scottsdale Linguistically Isolated Households - Percentage of Total Population per U.S. 2000 Census

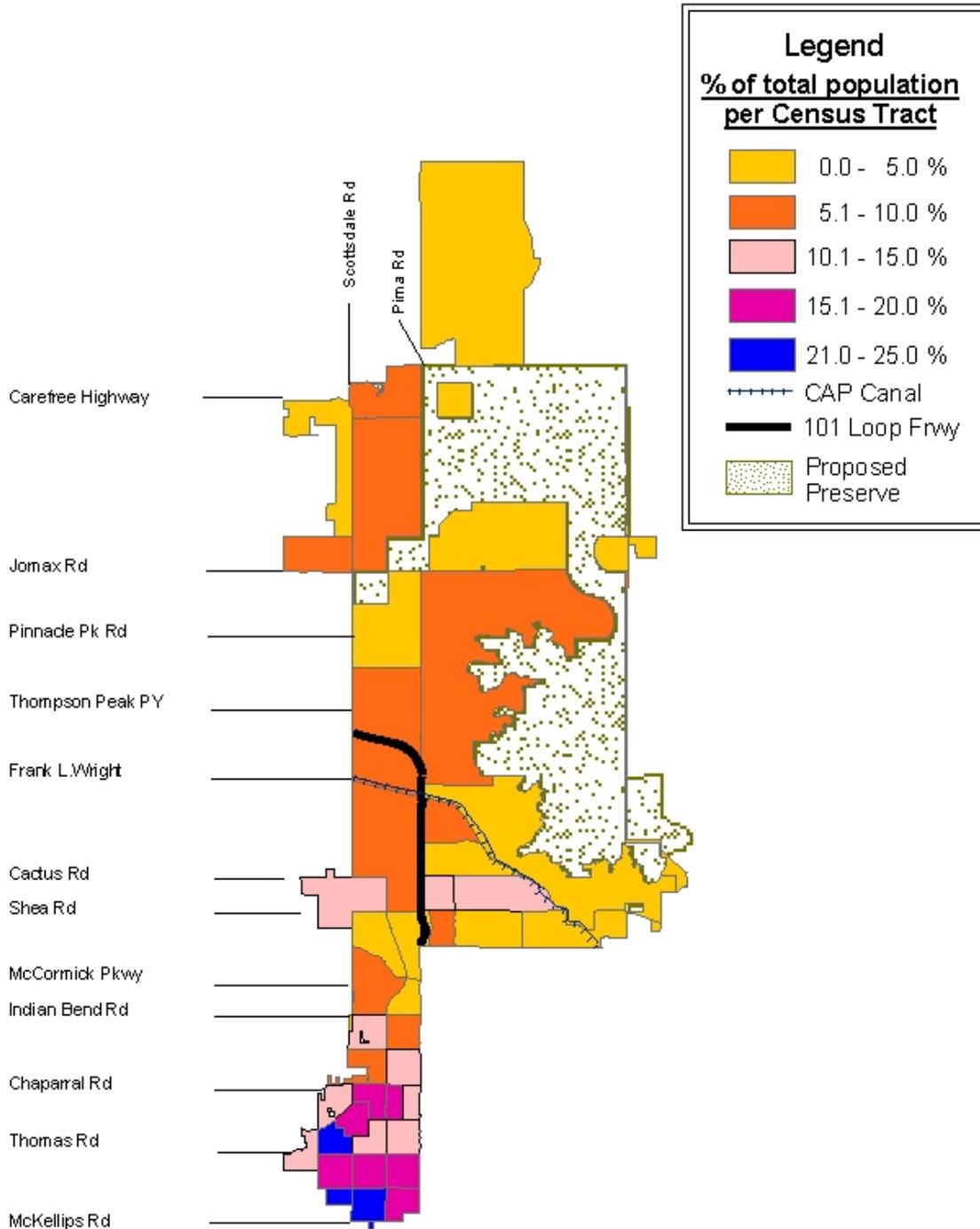


Note: This map was created using ArcView8.3 in April 2004. The datafiles used originated from Planners Ink created for the January 2004 Community Services Facilities Master Plan.

Human Services Five Year Plan Update 2004



City of Scottsdale Persons (25+) without High School Diploma or GED Percentage of Total Population per U.S. 2000 Census



Human Services Five Year Plan Update 2004

Note: This map was created using ArcView8.3 in April 2004. The datafiles used originated from Planners Ink created for the January 2004 Community Services Facilities Master Plan.



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VI. Funding Populations

Funding Population: Homeless

It is estimated that 12,000 individuals in Maricopa County were homeless in 2003 per the MAG Regional Plan to End Homelessness 2003 Executive Summary. People do not plan to be homeless. Unforeseen circumstances arise that create an economic crisis that affects a person’s ability to pay for housing. Homelessness can occur due to lack of affordable housing, lagging incomes, and slashed services and government assistance. The homeless are people who simply can’t make ends meet even though they maybe working full-time and who, with a little help, could avoid homelessness.

The Maricopa Association of Governments (MAG) Continuum Care model has proven effective in helping people move from homelessness to relative self-sufficiency. The services provided to the homeless are intended to assist them to resolve crises, develop a plan to return to self-reliance, or to assist those who are unable to become completely independent due to physical or mental disabilities. The model of continuum of services puts an emphasis on prevention services to assist people to retain their housing and avoid the downward spiral that ends in homelessness. The Regional Continuum of Care Committee on Homelessness goals for 2003 were: **Increase Funding, Prevent Homelessness, Remove Barriers to Accessing Services, and Improve Data Collection Outcomes.**

Causes of Homelessness Maricopa County

- **Lost Job 27%**
- **Other 19%**
- **Financial Crisis 12%**
- **Eviction 11%**
- **Drug Use 8%**
- **Alcohol Use 6%**
- **Major Illness 6%**
- **Lack of Income/Benefits 6%**
- **Domestic Violence 5%**

The following information was gathered by the Department of Economic Security for the 2002 HUD McKinney Grant Process and provides the best estimate of need, inventory and gaps in housing and support services. (more recent information has not been published)

Families				Individuals			
BEDS	Estimated	Current	Gap in	BEDS	Estimated	Current	Gap in
	Need	Resources	Resources		Need	Resources	Resources
Emergency Shelter	939	880	59	Emergency Shelter	1,451	615	836
Transitional Hsg.	2,581	2,239	342	Transitional Hsg.	2,904	1,269	1,635
Perm. Supprt Hsg.	1,173	554	619	Perm. Supprt Hsg.	2,904	1,453	1,451
TOTAL	4,693	3,673	1,020	TOTAL	7,259	3,337	3,922
SUPPRT SERV.	Estimated	Current	Gap in	SUPPRT SERV.	Estimated	Current	Gap in
	Need	Resources	Resources		Need	Resources	Resources
Job Training	1,476	27	1,449	Job Training	5,444	599	4,845
Case Management	1,341	402	939	Case Management	7,259	481	6,778
Subst. Abuse Trmt	2,513	247	2,266	Subst. Abuse Trmt	4,355	752	3,603
Mental Hlth Care	1,042	25	1,017	Mental Hlth Care	5,081	158	4,923
Hsg Placement	868	49	819	Hsg Placement	1,452	209	1,243
Life Skills Trng	447	187	260	Life Skills Trng	6,533	474	6,059
Other-Outreach	1,476	167	1,309	Other-Outreach	1,815	319	1,496
Other-Health Care	4,224	15	4,209	Other-Health Care	6,533	59	6,474
Other-Dental Care	4,224	2	4,222	Other-Dental Care	6,533	22	6,511



Significant Trends - Homeless

- Community Information and Referral received 8,440 calls from Scottsdale residents in calendar year 2003. 674 of the calls were related to housing and 613 of the calls were related to food.¹
- According to the Arizona Department of Housing/HUD Affordable Housing Profile, 116,000 households in Arizona cannot find housing within their income range. Most of these households earn less than 40% of the state median household income (\$42,192) and are paying more than 30% of their income toward housing. The Affordability Gap for Scottsdale was 12,560 housing units.²
- Central Arizona Shelter Services estimates that one-third of its clients are released directly from correction facilities. Individuals are often released without funds and identification with no prospects for employment to appropriately reenter society. The result has been a shifting of costs from the corrections system to the shelter system, which is incapable of absorbing them.³
- In FY 2002/03, emergency rent and mortgage assistance was provided, through Vista Del Camino, to 415 Scottsdale households for eviction prevention. The dollar value of the assistance increased 21% from the prior year, indicating a need to assist higher rent and mortgages and/or a need to supplement a greater portion of the rent or mortgage monthly payment.⁴
- In FY 2002/03, Vista Del Camino did 244 intakes with homeless or transient individuals.⁵
- There are approximately 4,500 children who are growing up without the basic security of knowing where they will sleep tonight, the simple joy of celebrating a birthday party or the promise of a future that holds more than day-to-day survival.⁶

City of Scottsdale Human Service Funding for Homeless - Fiscal Year 2004/05			
Agency Name and Program	CDBG	CARES	GEN FUND
Community Information & Referral, CONTACTS Hotline	\$10,000		
Save the Family, Transitional Housing Services Case Mgt.	\$22,000		
Homeward Bound, Transitional Housing Services Case Mgt.	\$23,000		
Central AZ Shelter Services, Emergency Shelter & Supportive Services			\$48,000
Mesa Community Action Network, East Valley Men's Center			\$35,000
PREHAB of Arizona, La Mesita-A Family Shelter			\$17,000
Totals (All Sources = \$155,000)	\$55,000	\$0	\$100,000

¹ Community Information & Referral; Quarterly Referrals Report, January thru December 2003

² MAG Regional Plan to End Homelessness 2003 Executive Summary

³ MAG Regional Plan to End Homelessness 2003 Executive Summary

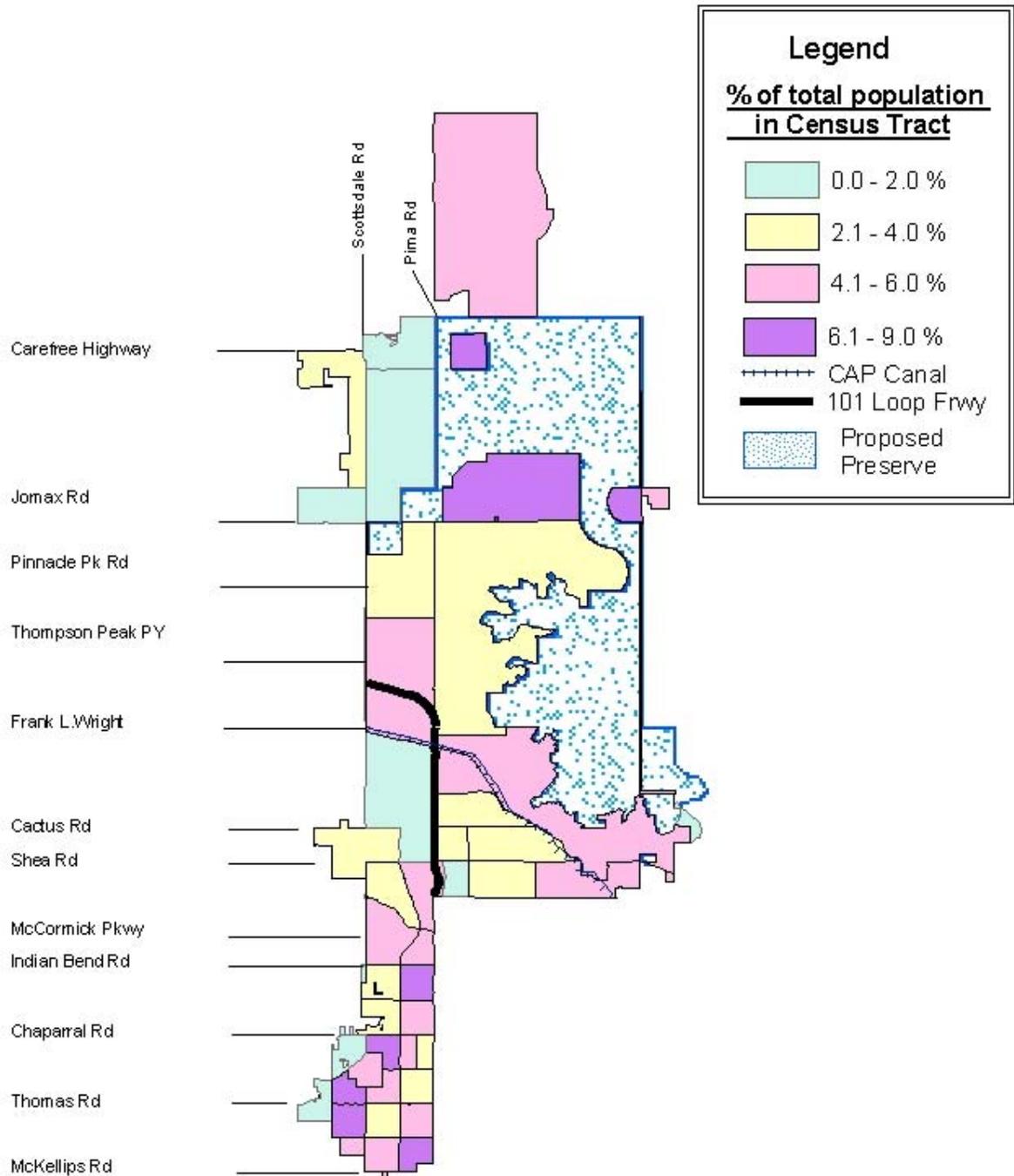
⁴ Scottsdale Human Services – Fiscal Year Update and Issues Report 2003

⁵ Scottsdale Human Services – Fiscal Year Update and Issues Report 2003

⁶ MAG Regional Plan to End Homelessness 2003 Executive Summary



City of Scottsdale Unemployed Labor Force - Percentage of Total Population per U.S. 2000 Census



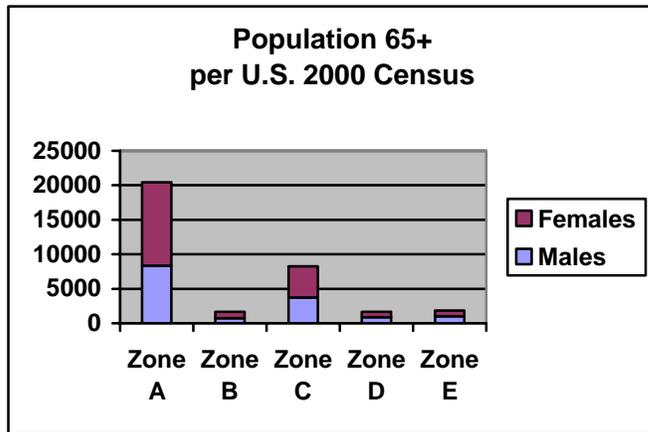
Human Services Five Year Plan Update 2004

Note: This map was created using ArcView8.3 in April 2004. The datafiles used originated from Planners Ink created for the January 2004 Community Services Facilities Master Plan.



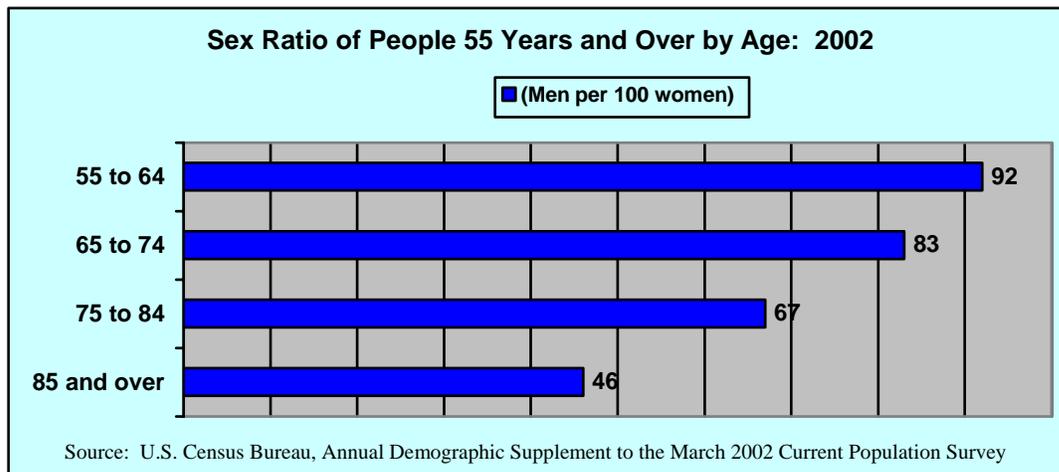
Funding Population: Seniors

For purposes of this plan, seniors are defined as those persons age 65 and older. The senior population is the fastest growing demographic group in the United States. Members of the “baby-boom” generation, the generation born after World War II, will begin to retire in large numbers around 2010. Baby boomers are already contacting federal agencies to apply for disability and veterans’ benefits. The unprecedented demand for services by this group is one of the government’s most pressing concerns in the new millennium. (source: FirstGov for Seniors website maintained by the Social Security Administration)



The major sources of income as reported by the Social Security Administration for senior persons in 2001 were Social Security (reported by 91%), income from assets (reported by 58%), public and private pensions (reported by 40%), earnings (reported by 22%), public assistance (reported by 5%) and veteran’s benefits (reported by 4%). In 2000, Social Security benefits accounted for 38% of the aggregate income of the senior population.

Per the U.S. Census Bureau, Annual Demographic Supplement to the March 2002 Current Population Survey, (issued April 2003), one of the most striking characteristics of seniors is the change in the ratio of men to women as people age. In 2000, for the group aged 55-64, there were 92 men for every 100 women. Overall for the group aged 65+, there were 70 men for 100 women. Among people aged 85 and older, there were only 41 men for every 100 women.





Significant Trends – Senior Population

- The senior (65+) population in Scottsdale is expected to increase markedly by 2010 as the leading edge of the baby boom begins to turn 65. The largest increase will be located in Planning Zones C, D and E.¹
- There is a lack of recreational and socialization activities as well as counseling services available to seniors in Planning Zones D and E. 56% of residents 65+ indicated use of a City senior center.²
- The highest densities of seniors 65+ (1,000 per square mile or greater) are found in the communities of Sun City, Sun City West, Sun Lakes, East Mesa, Scottsdale, Chandler and portions of Phoenix.³
- The very old are the fastest growing age group within the senior population. People 85 years and over showed the highest percentage increase nationwide, growing from 9.9 percent in 1990 to 12.2 percent of the senior population in 2000.⁴
- Per the U.S. 2000 Census, 5.9% (1,972) of senior Scottsdale residents (65+) were below the poverty level. 967 of the 1,972 lived alone with the majority being female for 2003; the Poverty Guideline for a family of four is \$18,400 annually.⁵

City of Scottsdale Human Service Programs for Seniors - Fiscal Year 2004/05			
Agency Name and Program	CDBG	CARES	GEN FUND
Tempe Community Action Agency, Senior Nutrition Program	\$39,000		
Tempe Community Action Agency, Senior Peer Counseling Program	\$12,000		
Area Agency on Aging, Benefits Assistance Program		\$10,000	
FSL Programs – Adult Day Services Therapeutic & Restorative Health		\$5,000	
Tempe Community Action Agency, Home Delivered Meals		\$22,500	
Beatitudes Center D.O.A.R., Volunteer Interfaith Caregivers Program			\$20,000
Jewish Family & Children's Service, Home Based Geriatric Program			\$20,000
Totals (All Sources = \$128,500)	\$51,000	\$37,500	\$40,000

¹ U.S. Department of Health and Human Services; Administration on Aging; A Profile of Older Americans 2003

² Scottsdale Community Services Department; Facility Master Plan-Human Services Element, January 2004

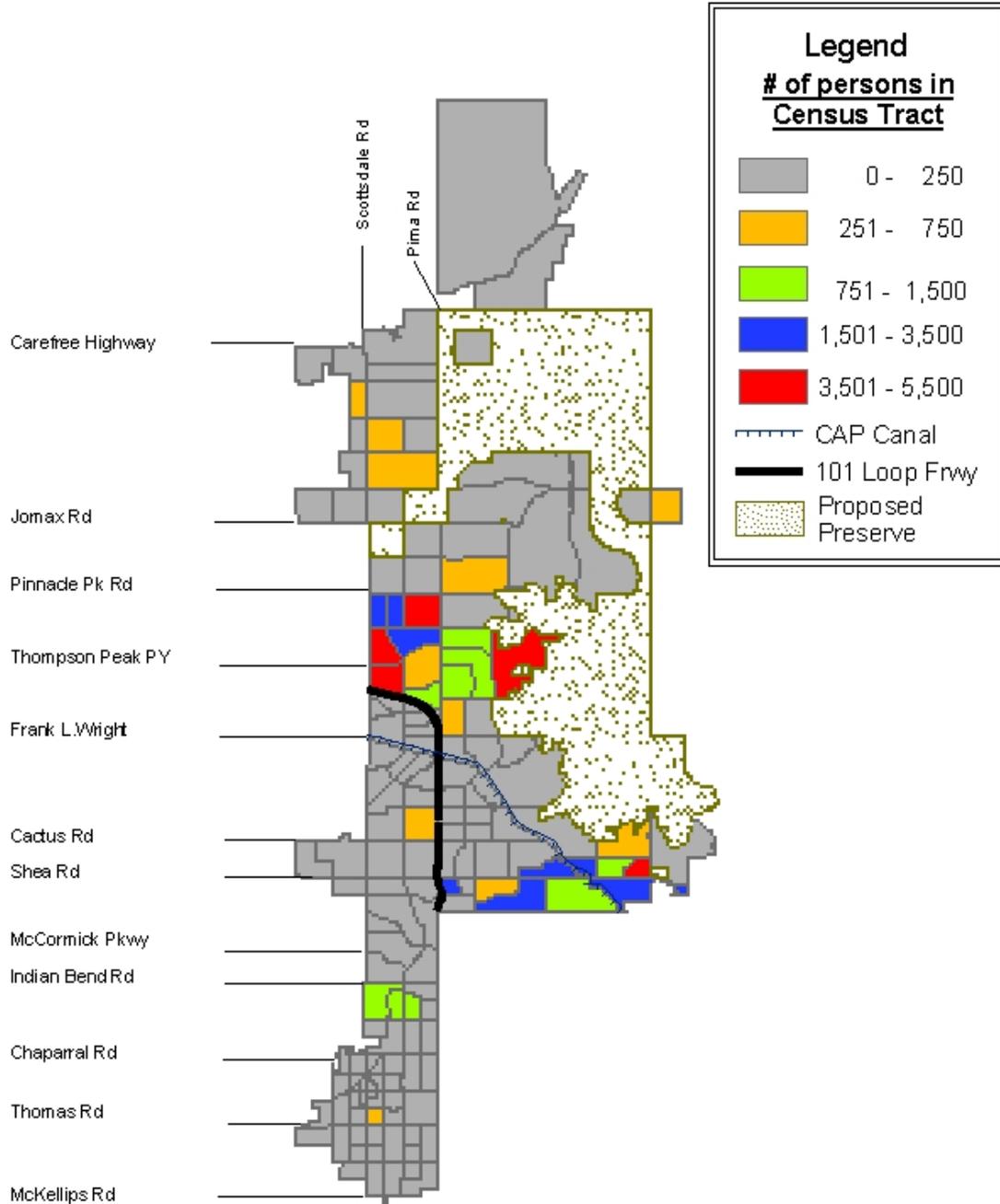
³ Maricopa Association of Governments; Community Vital Signs, March 2004

⁴ U.S. Census Bureau; 2000 Census, People: Aging Report

⁵ U.S. Census Bureau; 2000 Census



City of Scottsdale Seniors (65+) Population per U.S. 2000 Census

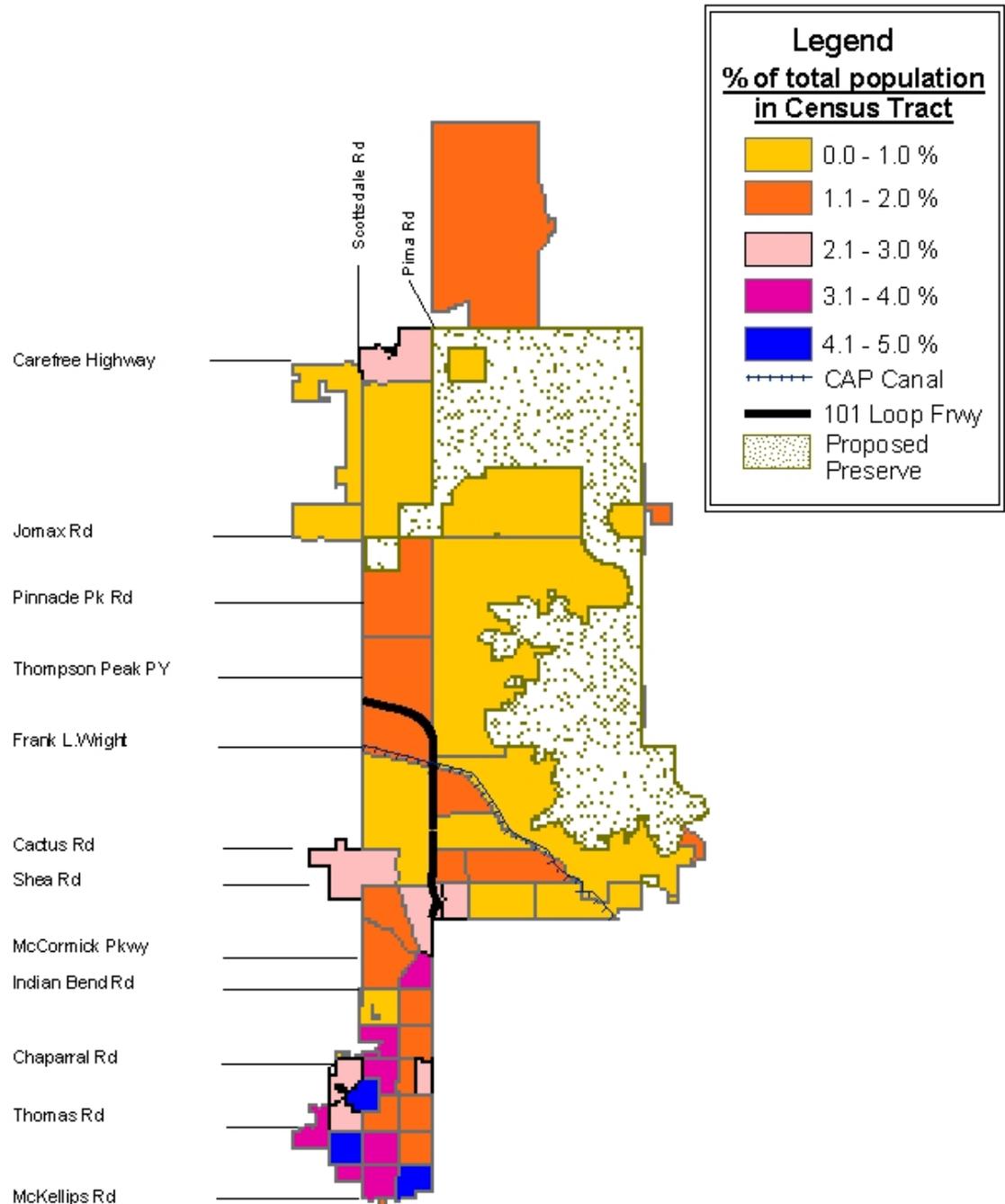


Human Services Five Year Plan Update 2004

Note: This map was created using ArcView 8.3 in April 2004. The data files used originated from Planners Ink created for the January 2004 Community Services Facilities Master Plan.



City of Scottsdale Seniors (65+) Living in Poverty - Percentage of Total Population per U.S. 2000 Census



Human Services Five Year Plan Update 2004

Note: This map was created using ArcView 8.3 in April 2004. The data files used originated from Planners Ink created for the January 2004 Community Services Facilities Master Plan.



Funding Population: Adults in Crisis

This population includes individuals in need who do not fall into the other target populations categorized such as homeless, seniors, persons with disabilities, youth and families, and victims of domestic violence. The majority of individuals (age range 22 yrs to 54 yrs) within this population segment requiring human services in Scottsdale are considered to be people living in poverty and the working poor. These individuals often need financial, legal or emotional assistance when a crisis occurs (i.e. loss of job, vehicle break down, family issues, etc.) since they have no financial safety net. The number of individuals living in poverty in Scottsdale is 11,650 according to the U.S. 2000 Census. Federal poverty guidelines change annually. For 2003, the HHS Poverty Guideline for a family of four is \$18,400 annually. See the table below.

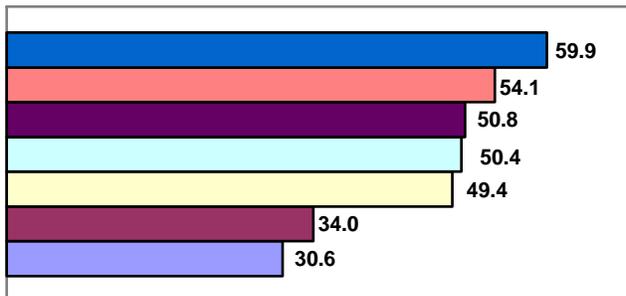
U.S. Department of Health & Human Services Poverty Guidelines		
Size of Family	2003	
	Annual	Monthly
1	\$8,980	\$748
2	\$12,120	\$1,010
3	\$15,260	\$1,272
4	\$18,400	\$1,533
5	\$21,540	\$1,795
6	\$24,680	\$2,057
7	\$27,820	\$2,318
8	\$30,960	\$2,580

Over the last ten years, the number of working poor persons in Maricopa County grew 42.9% from 369,791 in 1989 to 528,451 in 1999 per Poverty in Arizona 2003. (Arizona Community Action Association (ACAA) defines “working poor” as people who had incomes equal to or above the poverty level, but less than 199% of the poverty level.

Over 1,100 people participated in twenty-nine community meetings on poverty around the state held between 2000 and 2002. The conditions of seven “areas” were surveyed. Over half of all those surveyed believe that conditions have gotten worse in the following areas over the last ten years: Homelessness, emergency food and utility assistance, and affordable health care. The chart below shows the percentage of participants who believe conditions have gotten worse in all the areas surveyed:

Areas:

- Homelessness
- Emergency Food Assistance
- Affordable Health Care
- Emergency Utility Assistance
- Affordable Housing
- Transportation
- Hourly Wages



The following factors contribute to poverty.

- Substandard Wages
- Education Issues
- Health Care
- Welfare Reform

- Housing Affordability
- Child Care
- Transportation

Source: Poverty in Arizona 2003 – Working Towards Solutions Executive Summary, Arizona Community Action Association, Inc.



Significant Trends – Adults in Crisis

- 2,094 emergency food boxes were distributed at Vista del Camino in FY 2002/03. Over the past three years, Vista Del Camino’s emergency food box distribution has increased 36%.¹ Food banks in Maricopa County distributed 50,588,065 lbs. of food in FY 2002/03.²
- In FY 2002/03, 415 Scottsdale households were assisted \$177,578 for rent/mortgage payments for eviction prevention and 800 Scottsdale households were assisted \$162,350 for utility payments.³
- Housing costs are especially acute for families earning wages in the services sector, which continues to represent a fast-growing portion of the national economy. The average income earned by families with extremely low incomes (those at 30% or below of their area’s median income) is \$8.34 an hour, yet there is no state in which an extremely low income household can afford the fair market rent on a two-bedroom home.⁴
- Arizona’s two bedroom housing wage of \$15.00/hour is rated 17th out of 52 states, with 1 being the least affordable. (The housing wage is the hourly wage a worker must earn to afford the fair market rent for a two-bedroom home.)⁵
- Per the U. S. 2000 Census, 5.8% of Scottsdale residents live in poverty compared to 13.3% statewide. The poverty guideline for 2003 is \$18,850 annual gross income for a family of four.⁶
- Of those receiving emergency food in Arizona, 51% are children and seniors and single parents head 48% of the households.⁷
- 254,913 persons in Maricopa County received food stamps in FY 2002/03. The average food stamp benefit per person/month is \$90.92.⁸

City of Scottsdale Human Service Programs for Adults in Crisis – Fiscal Year 2004/05			
Adults in Crisis	CDBG	CARES	GEN FUND
Community Bridges, Inc. – Crisis Care/Medical Detoxification		15,800	
Community Information and Referral, 24-hour Helpline		\$7,000	
Concerned Citizens for Community Health, Emergency Services		\$36,700	
Community Legal Services, Community Outreach and Education			\$8,000
Totals (All Sources = \$67,500)		\$59,500	\$8,000

¹ Scottsdale Human Services – Fiscal Year Update and Issues Report 2003.

² Hunger Profile for 2003 in Maricopa County; Association of Arizona Food Banks

³ Scottsdale Human Services – Fiscal Year Update and Issues Report 2003.

⁴ Out of Reach 2003 Press Release; National Low Income Housing Coalition/LIHIS

⁵ State Ranks Based on Two Bedroom Housing Wage; National Low Income Housing Coalition

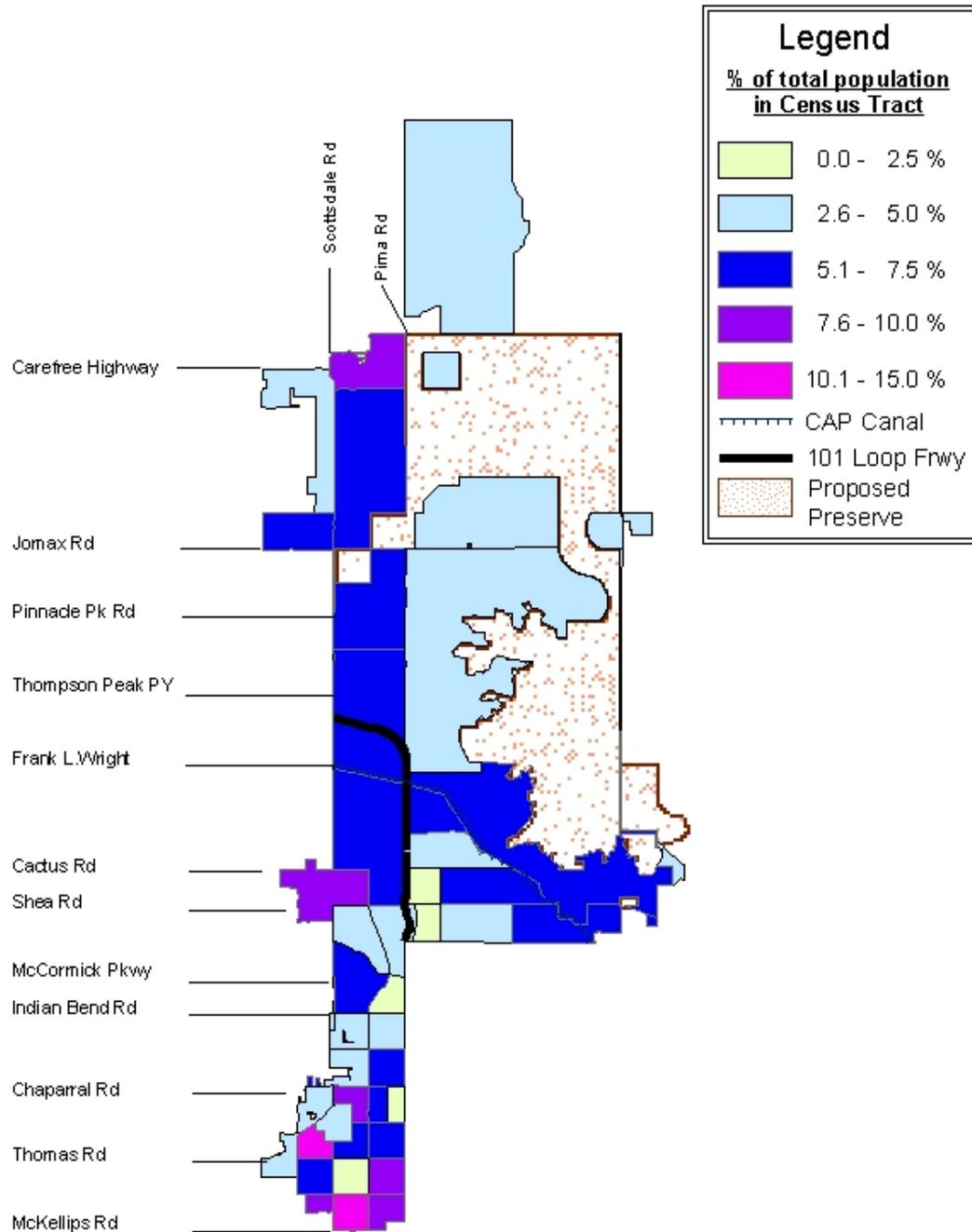
⁶ U.S. 2000 Census and Association of Arizona Food Banks – 2004 Hunger Facts

⁷ Association of Arizona Food Banks – 2004 Arizona Hunger Facts

⁸ Association of Arizona Food Banks – Hunger Profile 2003 for Maricopa County



City of Scottsdale Persons under 65 Living in Poverty - Percentage of Total Population per U.S. 2000 Census



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Note: This map was created using ArcView8.3 in April 2004. The datafiles used originated from Planners Ink created for the January 2004 Community Services Facilities Master Plan.

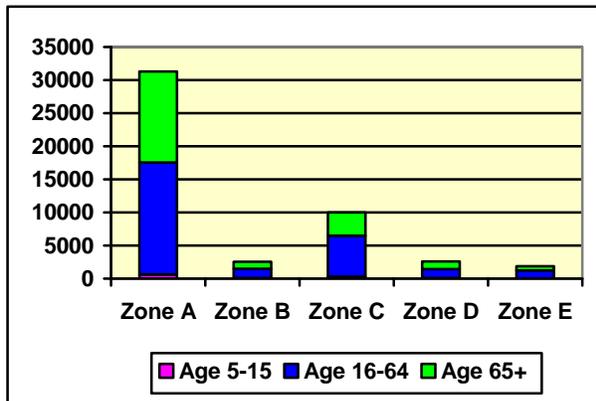


Funding Population: Persons with Disabilities

For the purposes of this plan, persons with disabilities are defined by the Department of Housing and Urban Development. In general, a person is considered to have a disability if he or she has a physical, mental, or emotional impairment which:

- is expected to be of long-continued and indefinite duration;
- substantially impedes his or her ability to live independently;
- and is of such a nature that the disability could be improved by more suitable housing conditions.

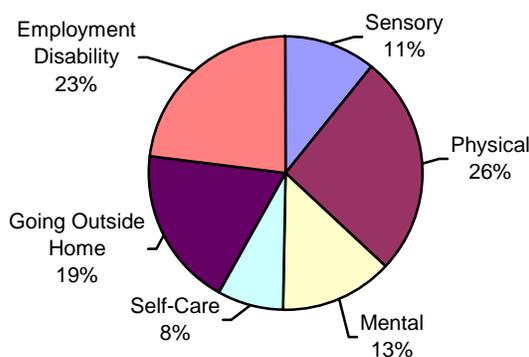
The U.S. Census Bureau estimates that 1 in 5 Americans have some kind of disability. It is also known that there is a higher likelihood of having a disability as we age. It is reasonable to assume that as our city experiences an increase of our senior population, the number of people with disabilities can be expected to accelerate in the coming decades.



America’s 54 million citizens with disabilities are determined to participate fully and equally in national and community life. However, only 32% are employed full or part-time compared to 81% of other Americans. Other significant gaps between Americans with and without disabilities persist in education, involvement in community activities, political and religious life, access to housing, transportation, healthcare and emergency preparedness.

Unemployment is a massive problem for people with disabilities, but underemployment is also a critical situation. Too many people with disabilities find that the only jobs they are offered are entry-level ones, and they report being passed over for promotions. (Source: National Organization on Disability – State of the Union for Americans with Disabilities 2004)

Disabled Scottsdale Residents by Type



People with disabilities strive to stay independent and avoid being institutionalized just like Americans without disabilities. Technology opens new doors every year for people with diverse disabilities. Computers allow people who are deaf to instant message and people who are blind to have their mail read to them electronically.



Significant Trends – Persons with Disabilities

- The U.S. Census Bureau, in 2000, determined that approximately 14.7% of Scottsdale’s population 5 years and over had some kind of disability.¹
- Based on the National Organization on Disability/Harris poll published on January 21, 2004, more than three-quarters of the 68% of people with disabilities who aren’t working, say they would prefer to be employed. (1,000 people nationwide participated in the survey).²
- The “Save our Space” campaign in Phoenix, AZ educates the public and promotes enforcement of accessible parking spaces. Since 2000, people with disabilities and others have issued more than 9,500 citations. Last year, they generated more than \$10,000 for the community.³
- The quadrennial, 2000 Harris Organization on Disability survey, showed that people with disabilities were twice as likely to drop out of high school, and only half as likely to finish college. Only one-third worked full or part-time. The next survey will be conducted in 2004.⁴

City of Scottsdale Human Service Programs for Persons with Disabilities - Fiscal Year 2004/05			
Agency and Program	CDBG	CARES	GEN FUND
Advocates for the Disabled, Disability Claim Service	\$10,000		
Scottsdale Foundation for the Handicapped, Employment Program	\$26,000		
Aid to Adoption of Special Kids, Family Support Services		\$5,000	
Body Positive, Respite Support Services		\$5,000	
Mental Health Assoc. of AZ, Information & Referral/Peer Support Groups		\$7,000	
Phoenix Shanti Group, Inc. (PSG) – HIV Housing Program (Utilities)		\$5,000	
Scottsdale Found. for Handicapped, Facility Based Training./Employment		\$12,000	
Valley Center of the Deaf, Counseling/Outreach for Hearing Loss		\$13,000	
Totals (All Sources = \$83,000)	\$36,000	\$47,000	

¹ U.S. Census Bureau, Disability Status by Sex: 2000

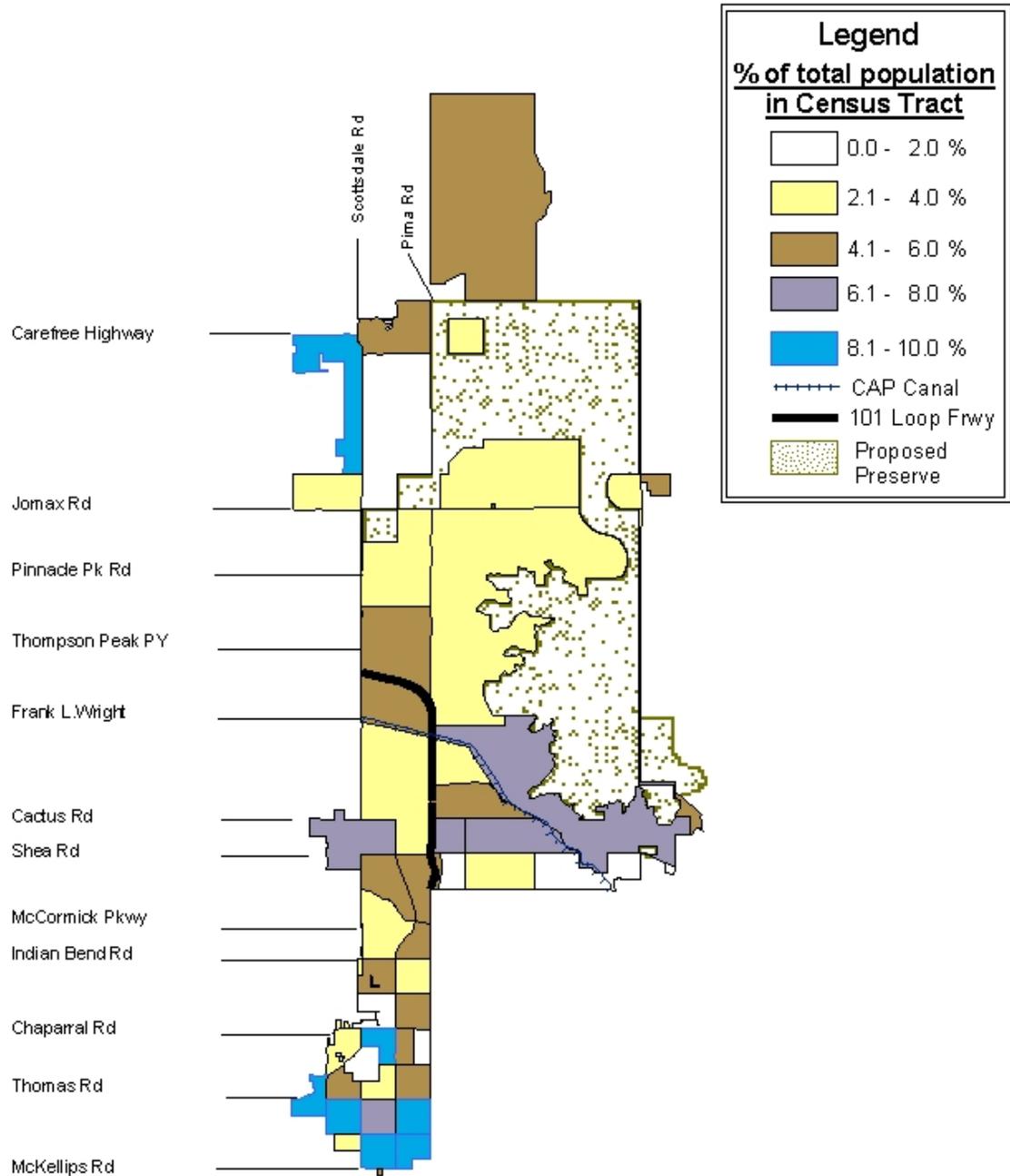
² National Organization on Disability; State of the Union for Americans with Disabilities 2004

³ National Organization on Disability, State of the Union for Americans with Disabilities 2004

⁴ National Organization on Disability



City of Scottsdale Persons Aged 5+ with Disabilities - Percentage of Total Population per U.S. 2000 Census



Human Services Five Year Plan Update 2004

Note: This map was created using ArcView 8.3 in April 2004. The data files used originated from Planners Ink created for the January 2004 Community Services Facilities Master Plan.

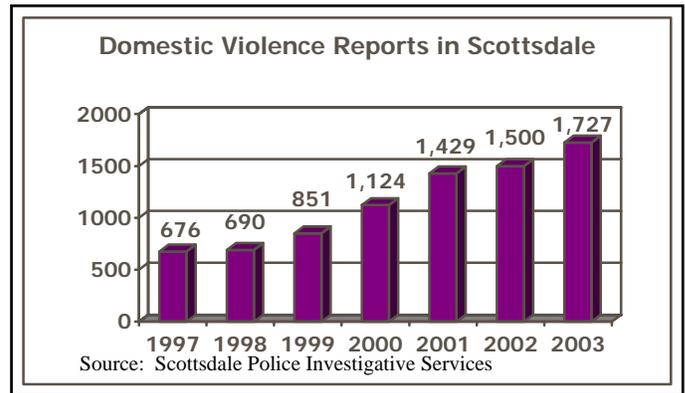


Funding Population: Victims of Domestic Violence

Domestic violence is a pattern of coercive control in an intimate relationship. This control may be seen in physical assault or in more subtle, but equally devastating ways. Verbal, emotional, financial, and sexual abuse, as well as isolation also fall under the realm of abusive behaviors. Domestic violence crosses all racial, ethnic, economic, and religious communities. Domestic violence is a crime that conservatively affects 25% of all American families. It is often a silent crime, hidden behind family doors. Most often domestic violence is an ongoing, debilitating experience of physical, psychological, and/or sexual abuse (American Medical Association definition). The Surgeon General of the United States reports that one out of five women battered by their partners has been victimized over and over by the same person. (Source: MAG – Domestic Violence Prevention – Project)

The City of Scottsdale Police Department reported a total of 1,500 domestic violence incidents in 2002, and 1,727 in 2003. The cause of the 15% increase in incidents between 2002 and 2003 is most likely related to multiple factors such as population growth, better reporting, and more victims coming forward. There were five recorded homicides in Scottsdale in 2003 and two of those were husbands killing wives.

(Source: Scottsdale Police Investigative Services)



Scottsdale Victim Services Division FY 2002-2003 Year-End Report (excerpt)		
	FY 2001-2002	FY 2002-2003
Number of Victims Served	1,257	2,708 (+115%)
Number of In-Person Advocacy Hrs Provided	538	845 (+57%)
Number of Victim Advocate Services Provided	4,186	12,342 (+195%)
# of Victims Compensation Service Provided	198	692 (+249%)

As the above statistics indicate, the number of services provided by Scottsdale’s Victim Services Division grew significantly between FY 2001-2002 and FY 2002-2003. Not only have there been an increased number of victims seeking services, there has been a focused effort on the part of the Victim Services staff to provide more individualized case management to misdemeanor crime victims. This effort is reflected in the 195% increase in the number of Victim Advocacy services provided, the 57% increase in the number of In-person Advocacy Hours provided, and the 249% increase in the number of Victim Compensation services provided to crime victims in FY 2002-2003.



Significant Trends – Victims of Domestic Violence

- Domestic Violence advocates report that only 1 in 7 victims of domestic violence actually call the police. The number of Scottsdale domestic violence reports increased by 15% between 2003 and 2002. Scottsdale Police Department took 1,500 reports of domestic violence in 2002 and 1,727 in 2003. It is reasonable to assume that approximately 9,000 domestic violence incidents were not reported to Scottsdale Police in 2003.¹
- In FY 2002-2003, 26,945 women and children in Arizona requested shelter. Of that total, 17,077 women and children were turned away because shelters were unavailable.²
- There is one domestic violence shelter located in Scottsdale (Planning Zone A). In FY 2002/03, 194 women and 101 children received shelter for a total of 9,065 bed nights.³
- In February 2003, the Scottsdale Family Advocacy Center opened. 274 hours of Victim Services staff time was dedicated to the center in FY 2002-2003.⁴
- 115% increase in number of victims served, by City of Scottsdale Victim Services Division between FY 2001-2002 and FY 2002-2003, reflects that services are being provided not only to more misdemeanor crime victims, but also to citizens who seek advocacy services but do not fall into the category of Restitution and/or Rule 39 Victim cases.⁵
- For criminal cases, the number of Domestic Violence Crimes and DUI Crimes, reported by City of Scottsdale’s Victim Services, remained relatively constant between FY 2001-2002 and FY 2002-2003; however, there was a 5% increase in “other” misdemeanor crimes indicating that victims who traditionally have not asserted their Victims’ Rights are now stepping forward.⁶

City of Scottsdale Human Service Programs for Victims of Domestic Violence - Fiscal Year 2004/05			
Agency Name and Program	CDBG	CARES	GEN FUND
American Red Cross, Grand Canyon Chapter – Flight to Safety	\$10,000		
Chrysalis Shelter for Victims of Domestic Violence, Scottsdale Shelter	\$27,000		
Chrysalis Shelter, Domestic Violence Advocate			\$12,000
Free Arts of Arizona – General Operating Support		\$5,000	
Save the Family – Homeless Children’s Intervention - DV		\$5,000	
Totals (All Sources = \$59,000)	\$37,000	\$10,000	\$12,000

¹ City of Scottsdale Victim Services and projection by Human Services Division.

² Domestic Violence Shelter Services in Arizona; Statewide Summary; July 1, 2002 through June 30, 2003.

³ Chrysalis Shelter – information received by telephone on March 3, 2004.

⁴ City of Scottsdale Victim Services FY 2002-2003 Year-End Report.

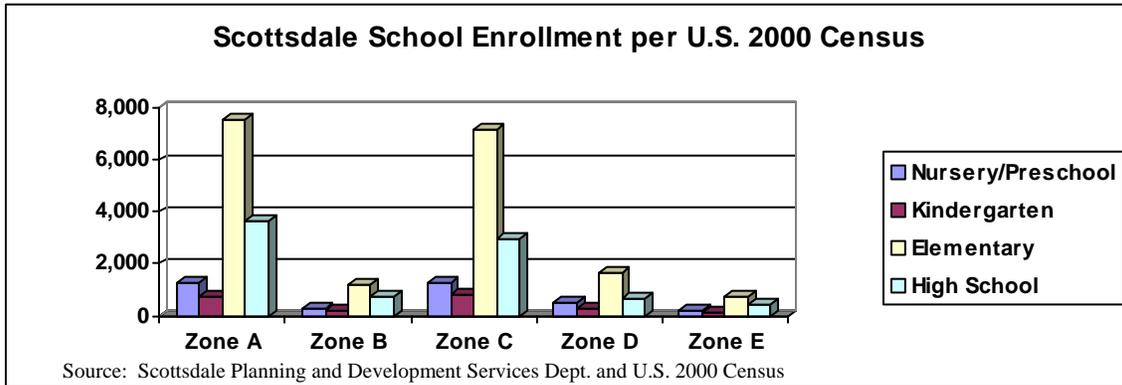
⁵ City of Scottsdale Victim Services FY 2002-2003 Year-End Report.

⁶ City of Scottsdale Victim Services FY 2002-2003 Year-End Report.



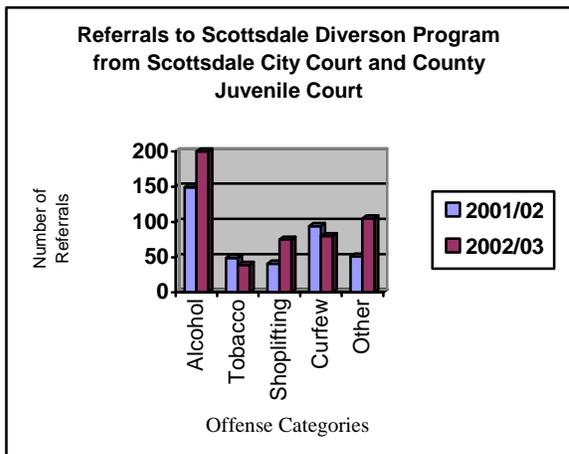
Funding Population: Early Childhood, Youth and Families

As Scottsdale continues to grow and diversify in its population, the composition of the family structure has also changed. Families have changed over the past thirty years, resulting in a mixture of single parents, stepparents, foster parents, mixed families, adoptive families, and grandparents raising grandchildren. The U.S. 2000 Census reported that Grandparents as caregivers totaled 1,906 with 739 as totally responsible for children under 18 years old.



Per the U.S. 2000 Census, there are 18,383 elementary and 8,432 high school aged youth. Within the next 5 to 8 years as the elementary aged youth transition to high school age, the high school aged youth population could equal as high as 12,000.

The concept of positive activities that provide safe places for youth to “hang-out” after school, as a deterrent to delinquency, was identified as a key issue from participants in the Community forums. In addition, affordable and accessible childcare, the concern for the latch key population, and teenage pregnancy prevention, were also identified as needs.



The rate of referral to the Scottsdale Juvenile Diversion Program increased 31% or 120 between FY 2001/02 and FY 2002/03. The “Other” offense category, which includes offenses such as truancy, disorderly conduct, traffic and littering, reflects the highest increase at 105%. The truancy and traffic offenses were the major contributors to the increase. The “Alcohol” offense category was the second highest to increase at 38% between the two years.



Significant Trends – Early Childhood, Youth and Families

- In the Metropolitan Statistical Area (MSA) for Scottsdale, an extremely low income household, earning \$17,490 30% of the Area Median Income of \$57,484, can afford monthly rent of no more than \$437, while the Fair Market Rent for a two bedroom unit is \$835. (A unit is considered affordable if it costs no more than 30% of the renter’s income.)¹
- Families requesting assistance at Scottsdale Youth and Family Services report more significant family stress and require more extensive follow-up.² Scottsdale Youth and Family Services are seeing more teens seeking employment to supplement family income.³
- Based on information for Scottsdale Unified School District, the high school dropout rate has remained constant at 1.3% between FY 2001/02 and FY 2002/03.⁴
- Scottsdale Youth and Family Services are receiving many more requests for anger management workshops and training for adolescents, and more requests for services for younger teens (middle school age)⁵
- For FY 2002/03, 6,537 teens participated in the Teen Programs located at the following City of Scottsdale facilities: 1) Mountain View Park (1,113 teens), 2) Vista del Camino (455 teens), and 3) Horizon Park (4,969 teens).⁶

City of Scottsdale Human Service Programs for Early Childhood, Youth and Families - Fiscal Year 2004/05			
Agency Name and Program	CDBG	CARES	GEN FUND
Arizona Action for Foster Children – Foster Parent Assistance		\$5,000	
Boys & Girls Clubs of Scottsdale, Operation Outreach	\$19,350		
Big Brothers Big Sisters of Central Arizona, Scottsdale Mentoring	\$10,000		
Child Crisis Center, East Valley, Inc. – Family Resource Center		\$5,000	
Jewish Family & Children's Service, Bilingual Masters Level Therapist			\$20,000
PREHAB-La Mesita: Child and Youth Development Center.		\$5,000	
Teen Lifeline, Gen. Support-Life Skills Dvlpmnt./Hotline/Comm.Educ.		\$11,000	
The New Foundation – Scottsdale Time Out Program (STOP)r		\$10,000	
Totals (All Sources = \$85,350)	\$29,350	\$36,000	\$20,000

¹ Out of Reach, 2003: Phoenix-Mesa, AZ – by National Low Income Housing Coalition/LIHIS

² Scottsdale Youth and Family Services

³ Scottsdale Youth and Family Services

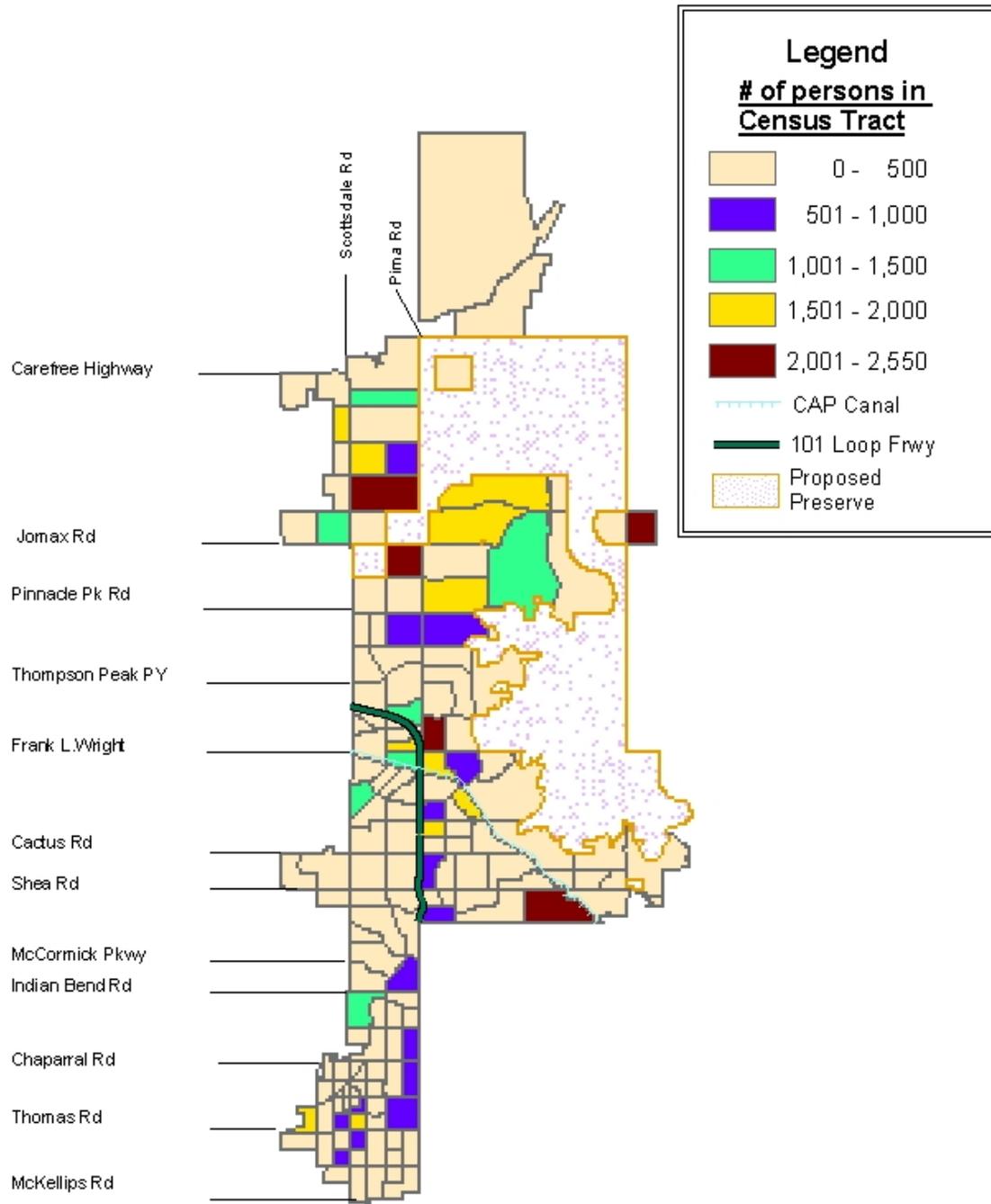
⁴ Scottsdale Unified School District

⁵ Scottsdale Youth and Family Services

⁶ Scottsdale Community Services Department, Parks and Recreation Facilities – Program Information Reporting – June 2003 YTD



City of Scottsdale Youth (18 years or less) Population per U.S. 2000 Census

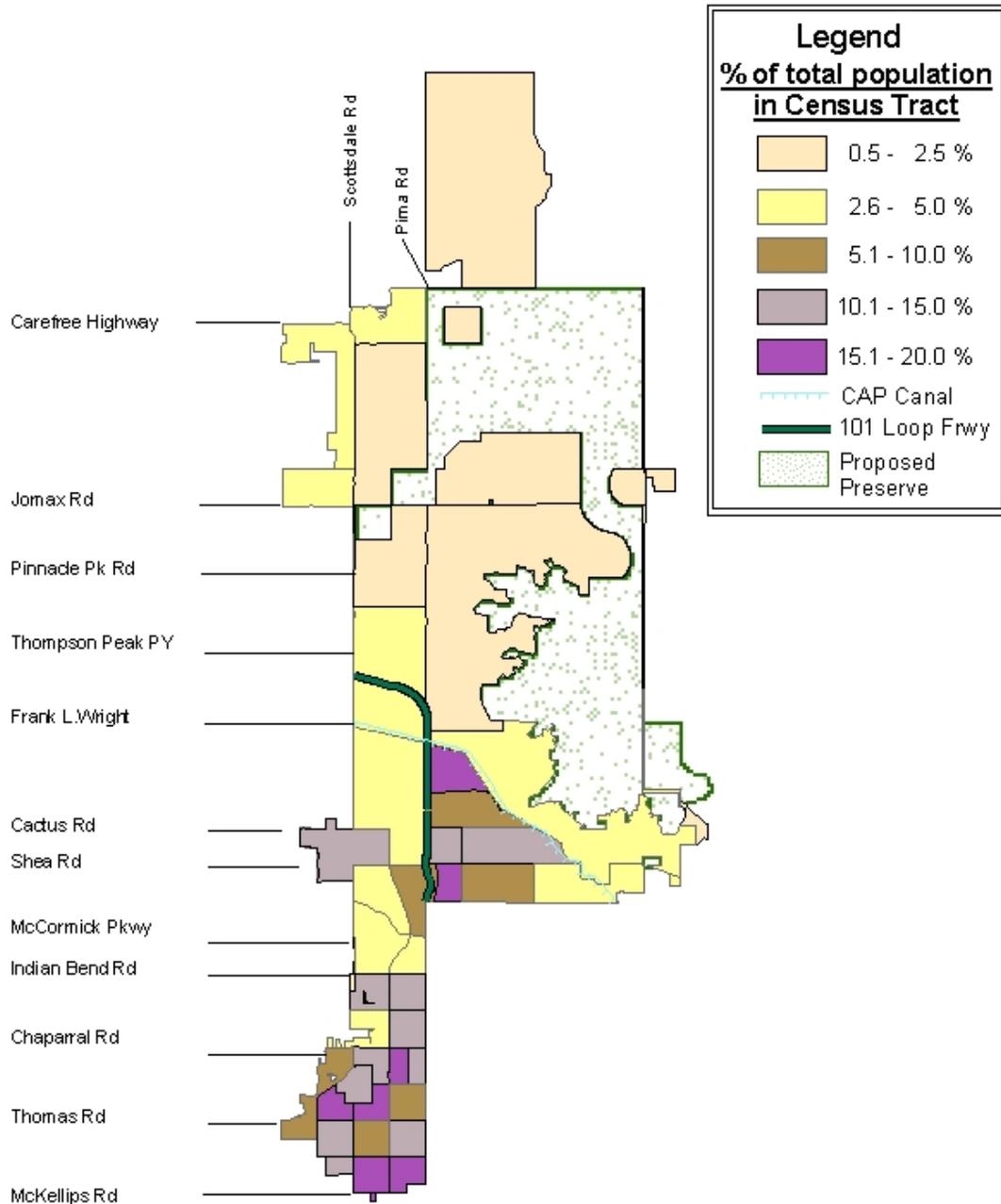


Human Services Five Year Plan Update 2004

Note: This map was created using ArcView 8.3 in April 2004. The data files used originated from Planners Ink created for the January 2004 Community Services Facilities Master Plan.



City of Scottsdale Female Head of Householders with Children (18 years or less) - Percentage of Total Population per U.S. 2000 Census



Human Services Five Year Plan Update 2004

Note: This map was created using ArcView 8.3 in April 2004. The data files used originated from Planners Ink created for the January 2004 Community Services Facilities Master Plan.



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VII. Funding Resources

Scottsdale utilizes a variety of federal, state and local funds, private contributions from corporations, foundations and individuals, “brokerage services” from non-profit corporations and volunteer hours contributed to respond to human services needs in the community.

Community Development Block Grant (CDBG)

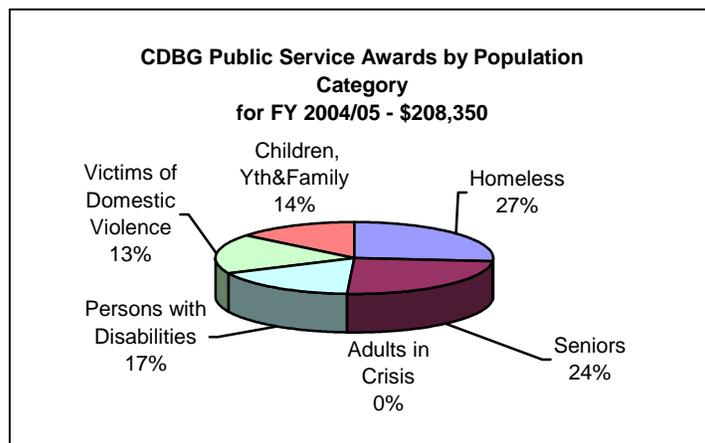
The primary objective of the CDBG program is the development of viable urban communities, by providing decent housing and suitable living environments and expanding economic opportunities, principally for persons of low and moderate income. CDBG is a federally funded program administered by the U.S. Department of Housing and Urban Development (HUD). Local governments participate in either the Entitlement Program (for cities over 50,000 in population or urban counties with, more than 200,000 people) or the State and Small Cities Program (communities with populations of 50,000 or less). The Entitlement Program is the largest component of the CDBG Program receiving 70% of CDBG appropriations.

The CDBG Program provides funding for projects in five general categories: public services, public facilities, economic development, housing rehabilitation, and project planning. HUD guidelines strictly limit funding for public service programs to 15% of the annual allocation, 20% CDBG funds are allocated to administrative and planning activities. The remaining 65% of funding is allocated to “Non-Public Service” activities such as housing rehabilitation, economic development, and construction of public facilities.

CDBG Public Service Funding

The 15% CDBG public services program funding allocation for FY 2004/05 totals \$208,350. A total of \$308,150 was requested by fifteen agencies and \$208,350 was awarded to eleven agencies to support human service programs. Two additional CDBG public service applicants received combined funding of \$10,000 from Scottsdale Cares

The following chart displays a breakout of the \$208,350 CDBG public service awards for FY 2004/05 among the six funding population categories discussed in the “Funding Populations” section of this plan.

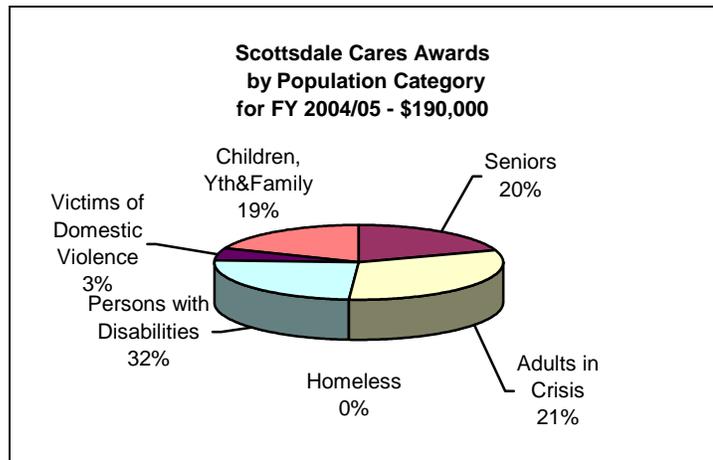




Scottsdale Cares

The City of Scottsdale introduced “Scottsdale Cares”, a voluntary City utility bill donation program in May, 1995. Scottsdale Cares allows residents to add \$1 per month to their utility bill payment to support human service programs that promote the positive development of youth, adults, and/or seniors, strengthen the capability of families and the self-sufficiency of adults, and assist Scottsdale citizens of all ages address crisis needs. From 1997 to 2003, the program was enhanced by a fifty-cent match from The Arizona Republic Charities. The City is actively pursuing another entity interested in providing matched funds through collaboration with other valley cities.

The following chart displays a breakout of the \$190,000 Scottsdale Cares awards for FY 2004/05 among the six funding population categories discussed in the “Funding Populations” section of this plan.



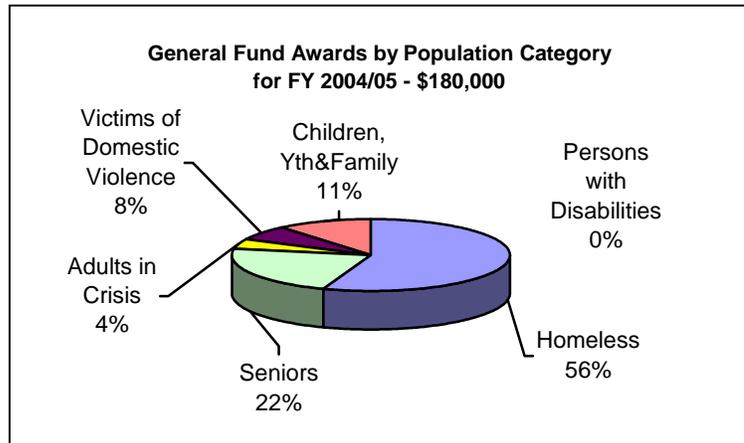
General Fund Human Service Contracts

In addition to CDBG and Scottsdale Cares, the City of Scottsdale funds non-profit agencies to conduct human services programs in Scottsdale. The city generally budgets \$180,000 for these services in the general fund. Funding is awarded to agencies annually by the City Council upon the recommendation from the Human Services Commission. The criteria for funding is established in the Human Services Division budget and includes the following funding categories:

- **Brokerage Services** – agencies providing services in City of Scottsdale Human Services facilities.
- **Domestic Violence (Shelter Services)** – agencies providing shelter services within the city’s boundaries and for victims of domestic violence who are Scottsdale residents.
- **Legal Services** – agencies that provide legal counsel and evaluate and enforce rights.
- **Regional Shelter Services for homeless persons** –It is not feasible for every city to provide every service needed in the continuum of care; therefore, the city reserves these funds to support regional partnerships in the continuum of care for homelessness.
- **Senior Services** – agencies providing human services to Scottsdale citizens that are typically over the age of 60 or older.



The following chart displays a breakout of the \$180,000 General Fund awards for FY 2004/05 among the six funding population categories discussed in the “Funding Populations” section of this plan.



The City of Scottsdale also has an Intergovernmental Agreement (IGA) with the Scottsdale School District that currently contracts with Scottsdale Prevention Institute (SPI) and other prevention providers. This contract is not included in this chart. The IGA with the School District is for counseling services to young adults within the Scottsdale School District. For 2003/2004, the contract with the School District is for \$253,978.

Human Services Emergency Fund

In 1993, the Scottsdale City Council approved the establishment of the Human Services Emergency Fund specifically dedicated to address emergency funding needs to agencies providing social services to Scottsdale citizens. The City Council also authorized a \$10,000 cash transfer from the General Fund into the fund and allowed interest accrued to be deposited to the fund each fiscal year. Any proposed expenditures from this fund needs to be reviewed by the Human Services Commission and recommended for approval. The following eligibility guidelines were established:

- Only non-profit agencies providing social services to Scottsdale residents will be eligible for consideration. Those agencies having their service site within the corporate boundaries of Scottsdale will be given priority for funding.
- This fund cannot be utilized to establish new agencies or services.
- This fund cannot be utilized as the sole source of funding for the agency or service.
- This fund is not intended to be utilized for individuals requesting financial assistance.
- This fund is intended to address short-term emergency financial situations.
- No agency can be granted emergency funding for the same service in two consecutive years.
- This fund is not intended to be utilized to fund services that were reviewed and denied funding during the annual funding process.



City of Scottsdale Supportive Services

In addition to managing funds that are awarded to non-profit agencies, the City of Scottsdale Human Services Division provides an integrated system of services and resources to help people improve their lives, the lives of others, neighborhoods and the total community. The Human Services Division manages four public facilities (Vista del Camino, Civic Center Senior Center, Paiute Neighborhood Center, and Via Linda Senior Center) as well as providing social service support to youth and families (Youth and Family Services) and housing assistance (Community Assistance Office).

The City of Scottsdale makes substantial contributions towards the well being of its residents on an annual basis. There are a number of city-funded programs, managed by city staff, that supplement the programs of the Human Services Division. Other city programs relating to human service activities that are funded through the general fund include:

- **Parks & Recreation** – provides quality recreation, sports, youth and senior services to citizens of Scottsdale. Includes after school programs for youth, adapted recreation for disabled and senior recreation events.
- **Scottsdale Police Department** - reviews and/or investigates domestic violence related crimes in a team approach with Police Crisis Intervention Unit staff and City Prosecutor staff to specifically document and prosecute repeat offenders, investigates youth involved in crime and utilizes intervention strategies. The Police Department also dedicates funds to School Resource Officers (middle and high school).
- **Scottsdale Family Advocacy Center** opened in February, 2003. The Victim Services Counselor position, originally scheduled to be filled in January 2003, was eliminated due to City budget constraints. The loss of this position resulted in the reallocation of work responsibilities of Victim Service Division (VSD) staff members. The Senior Victim Advocate and the VSD Manager, both Arizona Certified Counselors, took on the responsibility of providing counseling to victims of domestic violence, sexual assault, sexual abuse and elder abuse. Though the number of hours that a VSD staff member is on-site at the Advocacy Center is limited, VSD counselors are always available for emergencies and for referrals from Advocacy Center staff. (Please refer to the “Victims of Domestic Violence” write-up, located in the Funding Populations section of this plan, for trends and highlights relating to domestic violence



- **Scottsdale Transportation Department (Dial-a-Ride)** – The East Valley Dial-a-Ride (EVDAR) provides two types of door-to-door, shared ride service: 1) Advanced reservation service (up to two weeks) with a fixed fee of \$2.00 per one-way trip is available to persons who meet the eligibility requirements of the Americans with Disabilities Act (ADA); 2) Advance reservations up to three days or same day service is available to persons with disabilities or senior citizens age 65 or older; the fee is based upon the distance traveled. The portion paid by the citizens is a fraction of the total cost of the service. The average cost for a Dial-a-Ride trip is \$19. The remaining portion is paid by the city; the cost for running Dial-a-Ride is approximately \$1 million. In 2003, the City Council voted to fund transit operations, including Dial-a-Ride, from the 2% Transportation Privilege Tax.
- **Taxi Voucher Program** – The *Cab Connection* subsidized taxi voucher program began on November 1, 2001. Currently, 1,700 people are enrolled in the program, an increase of 904 or 114% since 2001 and the City has issued over 172,000 vouchers, an increase of 145,000 or 537% since 2001. The average cost to the city per trip for those vouchers that have actually been used is \$7.88 and the average miles traveled using those vouchers is .4 miles. (The cost has only risen \$.02 since 2001.) The demographics of participants in the program have remained consistent with 84% being eligible by virtue of their age (which is 65 and above) and 16% being eligible due to a disability. The average age of our participants is 75 with the oldest person being 98 years old. This program provides transportation services to people living in all areas of the City. (Transportation Reimbursement and Information Project (TRIP) program ran from FY 2000/01 until FY 2002/03 when it was discontinued in order to focus personnel and financial resources on the more popular Taxi Voucher Program (*Cab Connection*).
- **LINKS Community Collaborative** is a network of individuals and organizations working together to create a community which is safe, healthy and productive for children, adults and families. LINKS prepares a Scottsdale Resource Directory. The initiative was lead through Scottsdale’s Human Services Administration office and transferred to Scottsdale’s Citizen and Neighborhood Resources Department in FY 2002/03.
- **Affordable Housing Strategy**, (*Scottsdale’s Strategy for the Creation and Preservation of High Quality, Safe and Affordable Housing, Resolution #5315*) was unanimously approved by the Mayor and City Council on July 6, 1999. Scottsdale’s Citizen and Neighborhood Resource’s staff, along with the Scottsdale Housing Board, has been prioritizing the objectives of 1) Preservation of assisted housing, 2) Redevelopment, 3) Increasing the supply of affordable housing, 4) Mitigate regulatory barriers, and 4) Involving major employers.



Volunteers

Volunteers provide an integral service to our Human Service Centers. It is estimated that for FY 2003/04, 866 Scottsdale citizens will donate their time, experience, and passion to help their neighbors in making a better community. A total of 58,453 hours were donated by volunteers in FY 2002/03 equating to 29 full-time staff and generating cost savings of approximately \$908,359.

Community Center	Number of Volunteers	Hours Donated	Cost Savings
Civic Center Senior Center	256	29,112	\$452,400
Paiute Neighborhood Center	91	3,098	\$48,143
Via Linda Senior Center	256	17,433	\$270,909
Vista del Camino Community Center	240	8,180	\$127,117
Youth and Family Services	3	273	\$4,242
Community Assistance Office	4	25	\$389
HS Admin, Boards and Commissions	7	332	\$5,159
Total	857	58,453	\$908,359

Source: Human Services Division – Fiscal Year 2002/03 Update



Public/Private Partnerships

Concerned Citizens for Community Health (CCCH)

Incorporated in 1975, Concerned Citizens for Community Health's mission is to develop services for unmet needs in Scottsdale. CCCH collaborates with Vista Del Camino to provide emergency services for persons in need in Scottsdale. Last year, CCCH provided rent/mortgage assistance to 367 households; utility payments to 244 households; and gas vouchers to 235 individuals. CCCH also supports the Vista/Paiute Job Preparation Program, which assisted 33 individuals in job services last year, as well as 2,683 visits to the Vista Career Center. CCCH also assists youth programs in the Vista and Paiute neighborhoods, working closely with the City's Recreation Division. In addition, CCCH provides support for senior programs through Civic Center and Via Linda Senior Centers. Many individuals and local corporations donate generously to support the crisis needs in Scottsdale.

Paiute Neighborhood Center (PNC) Building Sponsorships

The Paiute Neighborhood Center entered into relationships with several private organizations to adopt the eight city-owned buildings. These adoption fees provided additional amenities in the buildings that would not have otherwise been possible. Minimum adoption fees were \$15,000. Some agencies provided much more than this amount in hard dollars as well as in-kind donations. Building sponsors included Del Webb/Terravita, Motorola, Salt River Project, Scottsdale Association of Realtors, Soroptimist International of Scottsdale, Scottsdale Community College, Maricopa Integrated Healthcare, and The Scottsdale Tribune.

Partners for Paiute (PFP)

Incorporated in 1995, Partners for Paiute provides support to the Paiute Neighborhood Center through expertise and resources to assist with the promotion, fundraising and facilitation of the social services, and the educational, cultural, and recreational activities. Partners for Paiute sponsors an annual breakfast to raise funds and promote the good work of the Center.

Scottsdale SERTOMA Club & Scottsdale Association of Realtors, Inc.

The Scottsdale SERTOMA Club works in partnership with Vista del Camino by volunteering at Vista events and the food bank. Each year they raise money to provide shoes for the Back-to-School Clothing Program and to pay for a tutor for the Vista After-School Tutoring Program, which serves 25 children during the school year.

The Scottsdale Association of Realtor's has selected Vista del Camino for the past ten years as one of the agencies to receive the proceeds from their Holiday Gala. The funding pays for emergency rent and utilities, as well as the cost of incentives for youth involved in the Vista tutoring program. The Realtors also sponsor an annual golf tournament that not only supports emergency prescriptions and job related expenses such as work shoes, tools and uniforms for Vista clients, but also provides critical building improvements at Paiute Neighborhood Center.



Brokerage Concept (Providing space to agencies that provide services to Scottsdale Citizens)

Human Services provides space in its centers to share with other service providers (agencies). The “brokerage” of rooms, utilities, maintenance, and storage is done at no cost to the agencies, with the agreement that they provide services to citizens at the city facilities. Consequently, residents are able to utilize the services in one place, and the family as a whole can participate in several programs. The use of brokerage space is cost effective, and builds a true community center. The calculated benefit to Scottsdale residents is \$3,169,631.

The following is a list of agencies that have partnered with the city for FY 2003/04 under the Brokerage Concept.

Civic Center Senior Center	Via Linda Senior Center	Paiute Neighborhood Center	Vista del Camino
Special Transport Services	Avada	YMCA Scottsdale South Extension Branch	Community Legal Services
Benefits Assist Area Agency	Area Agency on Aging	YMCA Teen Center and ECLC	Yaqui Behavioral Health
Brown Bag/Gleaners	Benefits Assistance	HEADSTART	Jewish Family and Children’s Services
Guardianship Review	Master Gardener	Boys and Girls Cub	Juvenile Probation
Lawyer	Valley Center for Deaf	Mental Health Assoc. Support	Concerned Citizens for Community Health
TCAA Sr. Nutrition Program	Vision Screening	Jewish Family Children Services	Salvation Army
TCAA Peer Counseling/Friendly Visitor	Alzheimer’s Caregivers	Scottsdale & Rio Salado Community College	TCAA Sr. Nutrition Program
Pets on Wheels	AARP 55 Alive & Tax	Scottsdale Prevention Institute	Food Plus
Plus 50	55 Alive	Scottsdale Healthcare	Gleaners
Waste Not	Audiology Services	Scottsdale Unified School District	Arizona Dept of Economic Security (DES)
		AARP 55 Alive and Tax Training	

Home Safety and Repair Program. Since 1991, the Foundation for Senior Living (FSAL Programs) has partnered with the City of Scottsdale. This program is currently managed by Scottsdale’s Citizen and Neighborhood Resources Department. While the City has its own successful CDBG funded single-family rehabilitation program for qualified low and moderate income families in Scottsdale, the FSAL Programs complement our program by providing additional major rehabilitation and emergency repair to the same category of clients. This partnership has allowed the City to maintain its housing rehabilitation services at a higher level without adding staff people. FSAL Programs accepts only those clients whose names have been forwarded from the city’s waiting list. Over the years, they and the City have worked to provide virtually identical levels of assistance to the single-family homes.



Other Sources: Housing Assistance:

The City has undertaken several housing activities that have supported quality assisted rental and owner housing in this community for many years. These activities include the Single Family Housing Rehabilitation Program, the Scottsdale First Time Homebuyers Program, Multi-Family Acquisition and Rehabilitation, and the Housing Choice Voucher Program (Section 8 Rental Assistance). Following is a brief summary of each activity.

Single Family Housing Rehabilitation. Scottsdale's Single Family Housing Rehabilitation Program allows eligible low- and moderate-income homeowners (below 80% of the area median income) to utilize federal CDBG funds to correct current and incipient code violations, make modifications for the disabled, and provide energy conservation improvements. The average rehabilitation cost is \$21,250 per unit for substantial rehabilitation, and \$1,875 for emergency housing repairs under this program.

First Time Homebuyers Program. In an effort to help reduce the gap between the cost of housing and what potential homebuyers can afford, the City of Scottsdale partners with a local non-profit organization to provide down payment and closing cost assistance to low income first time homebuyers. To qualify for this program, applicants must have reasonably strong credit, have an income below 80% of the area median income (based on family size), and cannot have owned their own home in the past three years. Applicants must first attend home purchase counseling. Interested homebuyers must then be "pre-approved" for a mortgage through a participating lender, and assistance is provided to the homebuyer at the time of closing.

HOME Multi-Family Acquisition and Rehabilitation. The HOME Investment Partnerships (HOME) Program has been in existence since the early 1990's, providing targeted funds from the U.S. Department of Housing and Urban Development to preserve and develop high quality, safe and affordable housing. Since the inception of the HOME program, Scottsdale has partnered with several non-profit affordable housing providers to acquire, rehabilitate and manage substandard multi-family housing. Scottsdale has leveraged nearly \$2.4 million in HOME funds over the past 5 years to purchase and rehabilitate 44 units of housing in Scottsdale.

Housing Choice Voucher Program (Section 8 Rental Assistance). The Community Assistance Office administers the Housing Choice Voucher Program, funded through the U.S. Department of Housing and Urban Development. Under this program, low income renters pay 30% of their income towards rent and utilities, while the Housing Choice voucher pays the remaining amount. Participants locate their own housing in the private marketplace. Scottsdale is issued approximately \$2.2 Million in budget authority each year by HUD to implement our local Section 8 program. We currently assist approximately 672 households, or approximately 1,140 Scottsdale residents, 410 of which are children with an average age of 9 years. Almost 83% of these households are female-headed households. 70% of Section 8 households are either elderly and/or disabled.



Collaborations:

Utility Bill Programs

Scottsdale Cares is the City of Scottsdale's voluntary utility bill donation program initiated in May 1995. *Scottsdale Cares* has received over \$850,000 from Scottsdale residents-one dollar at a time. *Scottsdale Cares* helps neighbors in need by adding \$1.00 to the monthly utility bill to support human service programs. Scottsdale was a leader in the development of the utility bill donation program, with Tempe, Glendale, and Mesa quickly modeling similar programs. In 2002, Scottsdale began meeting with other cities across the Valley to begin exploring ways to market the utility bill programs together. Information is being shared regarding marketing ideas and corporate support, grants have been written together, and public service ads have been developed with a common message.

Earned Income Tax Credit Program

Created by Congress in 1975, the *Earned Income Tax Credit* (EITC) is a lump sum payment to working individuals and families below certain income levels. There is a maximum credit of \$4,140 for working families who make less than \$34,178. Surveys show that recipients use tax credits to pay utility bills and credit card bills, buy clothes for children, make household repairs, pay for college tuition or buy a used car for work. In January 2004, Scottsdale's Human Services Commission passed a resolution to promote the *Earned Income Tax Credit* program. Scottsdale joined with other local cities, such as Tempe, Mesa, and Phoenix, along with a statewide task force of the Governor's Office to share marketing strategies and events, outreach materials, and ideas for volunteer recruitment. The initiative is also endorsed by the Maricopa Association of Governments.

Ready to Learn Initiative

In 2001, Mesa United Way convened the first Call to Action about the importance of early brain development and how it affects a child's learning, leading the Valley in the *Ready to Learn* Initiative. In the ensuing year, Mesa United Way shared their materials with other communities and developed a "train the trainers" program in order to disseminate information about the topic. Recent research has underscored the fundamental importance of nurturing children in their earliest years of life. In December 2002 the City of Scottsdale became the first City in the State of Arizona to adopt the *Ready to Learn* initiative. The City's Youth and Family Services staff now regularly coordinates training for the community. The *Ready to Learn* initiative is supported by a Steering Committee in Scottsdale, consisting of a City Council member, State Legislative member, Human Services Commissioner, School Superintendent, Scottsdale Healthcare Administrator and many community leaders. In October 2003, Mayor Mary Manross offered her support by issuing a proclamation for *Ready to Learn* month.



East Valley Men’s Shelter

As the result of collaboration between the east valley cities of Scottsdale, Mesa and Tempe and Mesa CAN, a shelter for men was opened on November 22, 1998. The center was built with the following funds from the east valley cities:

Scottsdale	\$ 60,000
Mesa	\$ 510,000
Tempe	\$ 105,000
Fund Raising	\$ 698,000
Total	\$1,373,000

For FY 2003/04, funds were contributed for operating purposes for the East Valley Men’s Shelter by Mesa United Way, City of Mesa, City of Chandler, Town of Gilbert, City of Tempe, City of Scottsdale and Valley of the Sun United Way.

“Building Blocks for the Future” East Valley Needs Assessment

The east valley cities and the United Way’s met in February, 2004 to develop “best practices” in the aftermath of the “Building Blocks for the Future” East Valley Needs Assessment Summit held in November, 2003. All of the participants felt that future collaborations were very valuable. Future meetings will focus on developing a list of possible issues/ideas.



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VII. Human Services Facilities & Outcomes Measures

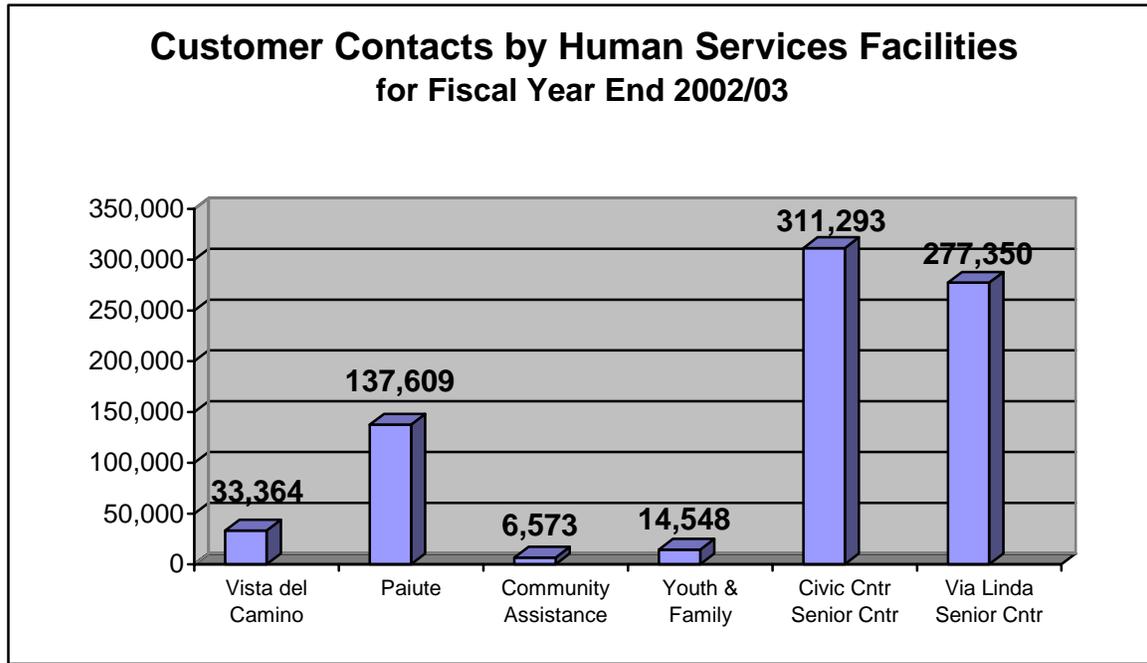
There are six (6) Human Services Centers in Scottsdale. There are two Senior Centers: the Civic Center Senior Center and the Via Linda Senior Center. There are two neighborhood centers: the Paiute Neighborhood Center and Vista del Camino. Human Services are also provided at the Youth and Family Services office and the Community Assistance Office, which manages the City’s HUD grants for housing and City grants for human services. With the exception of the Via Linda Senior Center, all of the Human Services facilities are located in Planning Zone A. Via Linda Senior Center, which serves the elderly population, is located in Planning Zone C; but there are no other Human Service Facilities available to other targeted populations north of Camelback Road. Scottsdale’s youth also receive services from the Parks and Recreation Division, which provide a number of after-school programs for children throughout the city. The largest facility is the Paiute Neighborhood Center, followed by the two Senior Centers and Vista del Camino which is home to the city’s food bank and a number of brokerage agencies.

HS Facility	Population Served	Location (Planning Zones)	Square Footage	Year Built
Vista del Camino	Youth & Families, Adults, Seniors, Disabled	Planning Zone A	12,500	1973
Paiute Neighborhood Center (see note a below)	Youth & Families, Adults, Seniors, Disabled	Planning Zone A	29,457	1961
Community Assistance Office (see note b below)	Youth & Families, Adults, Seniors, Disabled	Planning Zone A	2,672	1967
Civic Center Senior Center	Seniors	Planning Zone A	20,300	1976
Youth and Family Services	Youth and Families	Planning Zone A	3,868	1979
Via Linda Senior Center (see note c below)	Seniors	Planning Zone C	19,960	1995

- (a) PNC was purchased by the city in 7/93 and 8 of the 10 buildings were renovated during 1994-2003, but originally, Paiute Elementary School was built in the 1961. Two of the buildings in the complex are not owned by the City, but are instead owned and operated by Via de Marie.
- (b) The City of Scottsdale has leased the Community Assistance Office from a private owner since 1993. Rent is paid with administrative fees received for operating the CDBG and Section 8 Programs (U.S. Department of Housing and Urban Development).
- (c) Square Footage includes Phase II Expansion (an additional 11,970 sq. ft. + the original 7,990 sq. ft.).



Each Human Service Facility is unique in its structure and purpose. Services range from administration of the Housing Choice Vouchers in the Community Assistance Office to organizing dances at the Senior Centers to the distribution of food boxes at Vista del Camino. All facilities are nearing their capacity in terms of having enough space to meet the needs of the citizens. More space is needed for recreational purposes as well as additional office space for brokerage services and confidential counseling sessions with clients. The number of citizens using Human Service Facilities will increase as the population increases in Scottsdale; the following chart summarizes the number of citizens (customer contacts) that were provided human services in FY 2002/03.



Facilities that provide a mix of recreational activities with social services have a larger amount of contacts throughout the year. Facilities with lower customer contacts (Community Assistance Office, Vista del Camino, Youth and Family Services) predominately focus on counseling services, case management and financial assistance to individuals with some eligibility determination, i.e. income eligibility or court referral.



Outcomes and Measures by Human Services Center

Scottsdale's Human Services Centers provide a variety of services to a number of target populations; but the outcomes sought by the centers for Scottsdale citizens are very similar and can be summarized as follows:

- People who come to us for service remain self sufficient and connected. This is accomplished by preventing inappropriate institutionalization into nursing homes and correctional facilities.
- People who come to us for service become self sufficient and connected.
- People who come to us for service are able to get off the street and stay out of institutions.

The desired outcomes are certainly shared by the people who work in Human Services, but the means to reach these outcomes are different for each center, because of the diverse needs of the clients at each center. The following pages list the key services of each of the Human Services Centers followed by the desired outcome and the outcome measures for that service.



COMMUNITY ASSISTANCE OFFICE

The **Key Services** of **Community Assistance** are:

1. Provide housing assistance (Housing Choice Voucher Program) to low/mod income individuals and families.
2. Provide self-sufficiency programs (FSS) to Scottsdale residents.
3. Grant management for housing related activities and social service programs (CDBG/HOME/General Funds and Scottsdale Cares).

Key Service #1 – For the Housing Choice Voucher Program, the desired outcome is that very low-income families, the elderly, and the disabled are able to afford decent, safe, and sanitary housing in the private market.

Outcome Measure: # of Scottsdale residents using a Housing Choice Voucher to obtain housing.			
Actual FY 2001/02	Actual FY 2002/03	Estimated FY 2003/04	Projected FY 2004/05
575	607	665	672

Key Service #2 – For the Family Self Sufficiency Program, the desired outcome is that assisted families will obtain employment that will lead to economic independence and self-sufficiency.

Outcome Measure: Average increase in annualized earned income by residents involved in the Self-Sufficiency Program.			
Actual FY 2001/02	Actual FY 2002/03	Estimated FY 2003/04	Projected FY 2004/05
\$8,947	\$6,409	\$6,500	\$7,000

Key Service #3 – In Grants Management, the desired outcome is that federal and local grants are managed to effectively provide social services, decent housing and a suitable living environment principally for low- and moderate-income persons

Outcome Measure: % of contracts in compliance with federal and local regulations.			
Actual FY 2001/02	Actual FY 2002/03	Estimated FY 2003/04	Projected FY 2004/05
\$8,947	\$6,409	\$6,500	\$7,000



SENIOR CENTERS, VIA LINDA AND CIVIC CENER

The Key Services of the Senior Centers are:

- 1. Recreation Service Provision
- 2. Social Service Provision
- 3. Health & Wellness Service Provision
- 4. Volunteer Programs and Opportunities

Key service #1 – For Recreation Service Provision, the desired outcome is that people who receive this service expand their social network, enhance their quality of life and improve the productivity of their leisure time.

Outcome Measure: % of clients who participate in trips, excursions or classes and are repeat participants.			
Actual FY 2001/02	Actual FY 2002/03	Estimated FY 2003/04	Projected FY 2004/05
50%	53%	58%	55%

Key service # 2 – For Social Service Programs, the desired outcome is that people improve their mental state, meet their basic needs, or their crisis situation is improved.

Outcome Measure: % of seniors who requested information or referral services and who were able to connect with the needed service or information.			
Actual FY 2001/02	Actual FY 2002/03	Estimated FY 2003/04	Projected FY 2004/05
80%	80%	85%	87%

Key service #3 – For Health and Wellness Programs, the desired outcome is that people maintain or improve the awareness and/or condition of their physical well being.

Outcome Measure: % of seniors who participated in screenings & health educations programs and reported an improved condition.			
Actual FY 2001/02	Actual FY 2002/03	Estimated FY 2003/04	Projected FY 2004/05
97%	98%	98%	98%

Key service #4 – For Volunteer Opportunities, the desired outcome is that people are provided avenues for community connectedness, civic engagement and means for contribution.

Outcome Measure: # of seniors who participate in volunteer opportunities and who log hours.			
Actual FY 2001/02	Actual FY 2002/03	Estimated FY 2003/04	Projected FY 2004/05
437	489	498	507



PAIUTE NEIGHBORHOOD CENTER

The **key services** of the **Paiute Neighborhood Center** are:

1. After-School Program
2. Social Services
3. Senior Program
4. Ready to Learn

Key Service #1 - For the After-School Program, the desired outcome is that 90% of the participant’s parents will benefit from having their children in a safe & enjoyable after school activity.

Outcome Measure: % of parents who report in survey that “most of the time or always” we provide a safe environment for their children.

Actual FY 2001/02	Actual FY 2002/03	Estimated FY 2003/04	Projected FY 2004/05
90%	100%	90%	90%

Key Service #2 – For Social Services, the desired outcome is meeting our client’s basic needs. (Examples of services are food boxes, clothing cards, medical service and referrals (Scottsdale Healthcare-brokerage agency)

Outcome Measure: % of clients who report “better or greatly” on improved conditions after receiving services.

Actual FY 2001/02	Actual FY 2002/03	Estimated FY 2003/04	Projected FY 2004/05
N/A (new)	N/A (new)	75%	75%

Key Service #4 - For the Senior Program, the desired outcome is improved quality of life.

Outcome Measure: % of clients who participate in senior programs and respond positively to survey questions “agreeing” that the quality of their life is enhanced due to program participation.

Actual FY 2001/02	Actual FY 2002/03	Estimated FY 2003/04	Projected FY 2004/05
N/A (new)	N/A (new)	90%	90%

Key Service #4 – Through Ready to Learn, instruct parents on benefits of engaging in playtime and other activities with their children on a consistent basis. (Research shows there is a correlation between positive parent/child interaction and positive physical, emotional, social and intellectual child development.)

Outcome Measure: % of clients who participate in program and fill out pre and post tests reporting their increased level of playing time and doing things of interest with their child.

Actual FY 2001/02	Actual FY 2002/03	Estimated FY 2003/04	Projected FY 2004/05
N/A (new)	N/A (new)	80%	80%



VISTA DEL CAMINO CENTER

The key services of the Vista del Camino Center are:

1. Emergency food boxes
2. Utility assistance
3. Eviction prevention

Key service #1 - Emergency Food Boxes provide a temporary supply of food to households facing financial emergencies.

Outcome Measure: # of clients who receive an emergency food box.			
Actual FY 2001/02	Actual FY 2002/03	Estimated FY 2003/04	Projected FY 2004/05
1,773	2,094	2,157	2,220

Key service # 2 – With Utility Assistance gives families, elderly and disabled individuals who have their utilities shut off or who are at risk of having their utilities shut off will have financial pressure ameliorated to allow them to remain in their home an additional 30 days with increased access to other services to enable them to regain their financial stability. .

Outcome Measure: # of clients who were able to keep utilities on another 30 days after receiving utility assistance.			
Actual FY 2001/02	Actual FY 2002/03	Estimated FY 2003/04	Projected FY 2004/05
766	797	800	800

Key service #3 - Through Eviction Prevention services clients will have financial pressure ameliorated to allow them to remain in their home an additional 30 days with increased access to other services to enable them to regain their financial stability.

Outcome Measure: # of clients who were able to remain in their homes another 30 days after receiving financial assistance.			
Actual FY 2001/02	Actual FY 2002/03	Estimated FY 2003/04	Projected FY 2004/05
408	415	400	400



YOUTH AND FAMILY SERVICES

The Key Services of Youth and Family Services are:

1. Juvenile Diversion
2. Supportive Intervention and Assessment
3. Teen Employment

Key Service # 1 - The desired outcome for the Juvenile Diversion Program is that juveniles who receive this service will not receive another citation or juvenile court referral.

Outcome Measure: % of youth who did not re-offend, within the 1 st year, after completing the Juvenile Diversion Program.			
Actual FY 2001/02	Actual FY 2002/03	Estimated FY 2003/04	Projected FY 2004/05
95%	96%	95%	95%

Key Service # 2 - The desired outcome of Supportive Intervention and Assessment is that clients will receive support and information to help them deal effectively with family issues.

Outcome Measure: # of clients that received intervention or assessment services.			
Actual FY 2001/02	Actual FY 2002/03	Estimated FY 2003/04	Projected FY 2004/05
1,224	1,818	1,658	1,700

Key Service # 3 - The desired outcome of the Teen Employment Program is that teens will learn how to prepare a resume, participate in interview role-play, and learn about proper dress codes and conduct in order to obtain employment.

Outcome Measure: # of teens who gain employment after receiving a job referral.			
Actual FY 2001/02	Actual FY 2002/03	Estimated FY 2003/04	Projected FY 2004/05
175	157	165	175

(Please note: the above numbers do not capture the total number of youth who only have attended the job readiness workshop offered by the program.)



Community Services Capital Improvement Plan (CIP)

The City of Scottsdale Capital Improvement Plan now uses additional funding from the 2000 voter-approved bond election. These General Obligation bonds, together with Special Assessment bonds, Scottsdale Preserve Authority bonds and Municipal Property Corporation bonds, provide the bond-funded portion of the plan. The remaining portion of Scottsdale’s CIP is funded with pay-as-you-go revenues which include development fees, dedicated sales tax revenues and contributions from fund balance transfers. Each year the CIP is reviewed and Five Year Plan is adopted. As part of preparing the Five Year CIP Plan departmental staff are asked to identify capital needs for the next 10 years. The following guidelines determine what is a CIP project:

- Relatively high monetary value (at least \$25,000)
- Long life (at least five years)
- Results in creation of a fixed asset, or the revitalization of a fixed asset

CIP: Proposed FY 2004/05 Plan Update

SUMMARY INFORMATION/ PROPOSED FIVE YEAR CIP:

Of the \$191,192,100 identified for Community Facilities in the next Five-Year Capital Improvement Plan, 8.5% is allocated to facilities for Human Services. This 5-Year CIP program will receive both General Funds and Bond 2000 funds.

APPROVED BOND 2000 CIP PROJECTS RELATED TO HUMAN SERVICES

SCOTTSDALE SENIOR CENTER AT GRANITE REEF:

Description: Property has been acquired at the site of the old Smitty’s Big Town Store at the northwest corner of McDowell and Granite Reef Roads. The design and construction of a new 36,500 square foot Senior Center will replace the existing Civic Center Senior Center. The existing building may be utilized as additional city staff space or sold or possibly leased as office space with proceeds going to the General Fund.

Total budget authority:	\$ 12,330,800
Funding Cycle:	
FY 2003/04	\$ 4,119,300
FY 2004/05	\$ 8,211,500



VISTA DEL CAMINO REMODEL/EXPANSION:

Description: Remodel and expand existing Social Services area at Vista del Camino Park to provide for more efficient use and increased service delivery. The design scope of work has been prepared and an architectural design professional is being selected.

Total Budget Authority:	\$ 3,004,700
Funding Cycle:	
FY 2003/04	\$ 274,100
FY 2004/05	\$ 2,730,600

SATELLITE HUMAN SERVICES FACILITIES:

Description: Future approved community centers planned by the Parks, Recreation, and Facilities Division will include space for Human Service offices and meeting areas. These office areas will allow for Human Services staff to offer community assistance in localized areas, will provide for brokerage agency offices, and will accommodate small community meeting areas. Centers that are approved in the Bond 2000 will be located at Troon North Community Park, Grayhawk Community Park, and McDowell Mountain Ranch Park and Aquatic Center. Other locations will be considered for small Human Services offices as projects proceed.

FUTURE CIP PROJECTS RELATED TO HUMAN SERVICES

PAIUTE NEIGHBORHOOD CENTER BUILDING 4 & 5
PURCHASE/RENOVATION:

Description: Purchase and renovation of two buildings at the Paiute Neighborhood Center presently owned by the Ville de Marie Catholic Academy. Planned uses for these building are meeting/classroom space and additional brokerage agency offices. Currently, the Academy is expressing no interest in selling this property to the City.

Total Budget Authority:	\$ 1,191,900
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Glossary of Terms

Adults in Crisis	Population, as defined in this Plan, of individuals who do not fall within the specific population definitions used to categorize programs for youth and families, victims of domestic violence, seniors, persons with disabilities, and homeless. Programs include: Counseling/Mental Health, Legal Services/Assistance; Substance Abuse Treatment, Emergency Assistance; Employment Training.
Americans with Disabilities Act (ADA)	Provides comprehensive civil rights to individuals with disabilities in the areas of employment, public accommodations, state and local government services and telecommunications. The Act, also referred to as the ADA, also states that discrimination includes the failure to design and construct facilities that are accessible to and usable by persons with disabilities. The ADA also requires the removal of architectural and communication barriers that are structural in nature in existing facilities.
Age	Chronological age of individual needing/requesting services.
2000 U.S. Census of Population and Housing	The census of population and housing, taken in 2000. Article 1, section 2 of the Constitution requires that a census be taken every 10 years for the purpose of apportioning the U.S. House of Representatives. Data obtained includes population, housing, employment, income and demographics from State, County, City Census Tract level.
Capital Improvement Plan (CIP)	A capital improvements plan is a comprehensive plan which projects the capital needs of the community. Generally, it is a cyclical process that projects the needs for a set number of years. The annual capital budget is derived from the long-term CIP.
Census Tract	A small relatively permanent geographic division of a metropolitan statistical area or selected non-metropolitan counties, delineated for presenting census data. When census tracts are established, they are designed to be relatively homogenous for population characteristics, economic status and living and conditions and generally contain between 2,500 and 8,000 inhabitants. Census tract boundaries are established cooperated by local census statistical areas committees and the Census Bureau in accordance with Census Bureau-defined guidelines. Census tracts do not cross county boundaries.



Child	Includes a son or daughter by birth, a stepchild, or adopted child of the householder, regardless of the child’s age or marital status. The category excludes sons-in-law, daughters-in-law, and foster children.
Civic Center Senior Center	A Center within the City of Scottsdale Human Services Division that provides recreational activities and social services for the senior adult population in Scottsdale.
Continuum of Care (Homeless)	Population, as defined in this Plan, for homeless individuals and families to achieve self-sufficiency through the use of a coordinated community-based process. The components include: outreach and assessment; emergency shelter; transitional housing; and permanent housing.
Community Assistance Office	A Center within the City of Scottsdale Human Services Division that administers federal housing grants and community development resources that provide opportunities to low and moderate income people.
Community Collaboration	An informal partnership made up of concerned citizens, teachers, mental health providers, parents, local government, School administrators and other related professionals who work with youth and families. This partnership works together to enhance communication between all disciplines, as well as identify opportunities to work more closely together to provide services to citizens.
Community Development Block Grant (CDBG)	U.S. Department of Housing and Urban Development program with the primary objective of revitalizing urban communities, by providing decent housing and suitable living environment and expanding economic opportunities
Domestic Violence	A pattern of behaviors involving physical, sexual, economic and emotional abuse, alone or in combination, by an intimate partner often for the purpose of establishing and maintaining power and control over the other partner.
Emergency needs/assistance	Emergency social services distributed at Vista Del Camino, including: food, shelter, clothing, rent assistance, utility assistance, gas vouchers, and other benefits to address serious or life threatening situations.
Families	Generally refers to those persons living in households with more than one person and most often includes children.



General Fund	The general fund is used, by governmental entities, to account for all financial resources except those required to be accounted for in another fund.
Hispanic	A person of Spanish or Hispanic origin as reported by the Census Bureau. These include persons who report themselves as Mexican, Mexican-American, Chicano, Puerto Rican, Cuban or some other Spanish/Hispanic origin. Hispanic/Spanish is not a race; Hispanics can be of any race. The Census Bureau reports subtract Hispanic populations from each of the races and sums them to exhibit Hispanic origin as a separate and distinct ethnic group.
HOME	The HOME Investment Partnership (HOME) Program was created by the National Affordable Housing Act of 1990, providing targeted funds from HUD to preserve and develop high quality, safe and affordable housing.
Housing Choice Voucher (a.k.a. Section 8)	The section of the Housing and Community Development Act of 1974 which authorized the housing subsidy program. These programs are now commonly referred as “Section 8” programs. The City of Scottsdale administers the Section 8 low income subsidized rental assistance program which is funded through HUD.
Household	A Household includes all the persons who occupy a housing unit.
Household Size	The number of persons in a household.
HUD	U.S. Department of Housing and Urban Development.
Low/Moderate Income	Household annual income less than the Section 8 Low Income Limit, generally 80 percent of the area median income, as established by HUD.
Median Income	The amount which divides the income distribution into two equal groups, half having incomes above the median, half having incomes below the median. The medians for households, families, and unrelated individuals are based on all households, families, and unrelated individuals, respectively. The medians for people are based on people 15 years old and over with income.
Operating Budget	The plan for current expenditures and the proposed means of financing them. The annual operating budget is the primary means by which most of the financing, acquisition, spending, and service delivery activities of a government are controlled. The use of annual operating budgets is required by law in Arizona and is a requirement of Scottsdale’s City Charter.



Other Race	Includes all persons not included in the “White, Black/African-American, American Indian, Asian/Pacific Islander, Eskimo/Aleut, race categories.
Paiute Neighborhood Center	A Center within the City of Scottsdale Human Services Division that operates the community center and provides services to youth, adults and families in the area of Indian School to Thomas, and 64 th Street to Scottsdale Road.
Planning Zones	Planning Zones were created by the City of Scottsdale Planning & Development Services Department and are based on residential, commercial and community features in each area or “zone”. There are currently five planning zones in Scottsdale (A, B, C, D, and E).
Persons with Disabilities	Definition provided by the HUD. In general, a person is considered to have a disability if he or she has a physical, mental, or emotional impairment which: is expected to be of long-continued and indefinite duration; substantially impedes his or her ability to live independently; and is of such a nature that the disability could be improved by more suitable housing conditions.
Poverty Level	The Census Bureau uses a set of money income thresholds that vary by family size and composition to detect who is poor. If a family's total income is less than that family's threshold, then that family, and every individual in it, is considered poor. The poverty thresholds do not vary geographically, but they are updated annually for inflation with the Consumer Price Index (CPI-U). The official poverty definition counts money income before taxes and excludes capital gains and noncash benefits (such as public housing, medicaid, and food stamps).
Race	White, Black/African-American, American Indian, Asian/Pacific Islander, Eskimo/Aleut. Race, in census data, is a mixture of color and anthropological classification, based upon self-identification. Hispanic/Spanish origin is not a race, and since the 1980 Census, has been collected in a separation question, because Hispanics can be of any race.
Scottsdale Cares	A voluntary utility bill donation program created by the City of Scottsdale in May 1995. The program allows Scottsdale residents to add \$1 per month to their utility bills to support human service programs.
Section 8 (a.k.a. Housing Choice Voucher)	The section of the Housing and Community Development Act of 1974 which authorized the housing subsidy program. Theses programs are now commonly referred as “Section 8” programs. The City of Scottsdale administers the Section 8 low income subsidized rental assistance program which is funded through HUD.



- Seniors** Population, as defined in this Plan, includes persons age 65 and older. However, there are specific programs and services that are designed for the “elderly” or for “seniors” in which participating individuals may be younger than 65.
- Via Linda Senior Center** A Center within the City of Scottsdale Human Services Division that operates the community center and provides a wide range of recreational and support services for the senior population in Scottsdale.
- Vista Del Camino** A Center within the City of Scottsdale Human Services Division that operates the community center and provides recreational and educational services to the youth in the neighborhood, and social services to the Scottsdale community. Services include a food bank, clothing bank, emergency rent/mortgage payments, utility and transportation assistance, payments for prescription medicine information and referral services, and a Career Center, offering job preparation services.
- Youth and Families Services** A Center within the City of Scottsdale Human Services Division that provides programs to strengthen families by helping to build the capabilities of children. Services include a Juvenile Diversion Program, Teen Employment, and Scottsdale Mayor’s Youth Council.
- Youth** Population, as defined in this Plan, includes persons from infancy through age 18.



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